



Candidates must possess the following:

- Belief in our vision: *that all children achieve success in life;*
- Experience working with youth and volunteer services;
- Strong interviewing and organizational skills;
- Ability to make professional judgments and incorporate them into written reports;
- Ability to have genuine and open interpersonal communications;
- Ability to work in a fast-paced office environment, utilizing a variety of technologies;
- Comfort with public speaking, recruitment of volunteers and delivering training;
- Ability to contribute and participate in a team structure;
- Desire to make a positive impact in this community, through proven 1-to-1 mentoring service delivery.

Desired skills

- Demonstrated success with public relations and salesmanship with business supporters;
- Experience completing detailed reports and highlighting contract deliverables.

MUST HAVE: a 4-year college degree, a valid Florida driver's license and insurance, reliable personal transportation, and must pass a comprehensive background screening and professional reference checks.

Job Summary: Big Brothers Big Sisters has had a positive impact in the Tallahassee community for over 42 years. Our school and business partners, and the community as a whole, depend on our 1-to-1 mentoring to help children achieve success in life. Volunteers and families trust in the Big Brothers Big Sisters mentoring model. Being a part of this team requires passion, persistence, and a strong team work ethic.

A Program Coordinator is responsible for all service delivery components with volunteers and youth, and their families. The ideal candidate demonstrates an ability to be both a savvy business partner with the community, as well as a thorough case manager working with youth. The primary functions are volunteer and child recruitment, screening and selection; mentor/mentee matching; match support (monthly, on-going coaching); and counseling and relationship supervision. All team members participate in recruiting volunteers as mentors, maintaining relationships with potential volunteer organizations and businesses, providing orientation and training sessions to volunteers and other duties as related to public relations and fundraising efforts.

Computer and Internet: All service delivery components are captured in a web-based performance management and database system, requiring a high level of comfort with internet-based systems. The system facilitates a highly TRANSPARENT outcome-based delivery of services, with real-time metrics reporting, which tracks work performed. Data is reviewed on a regular basis and reported to the national office to maintain compliance with Big Brothers Big Sisters performance expectations. The agency is funded by two State of Florida, mentoring grants, a United Way partnership grant, and general fundraising efforts. State and United Way funding is reviewed annually through formal processes, and is not guaranteed beyond each budgeted fiscal year. However, funding from the state and United Way has been recurring for many, many years.

General Responsibilities:

- Recruit, orient, schedule, evaluate, select and match volunteers in a timely fashion.
- Interview, evaluate, and select children for matching in a mentoring relationship.
- Match children with the most appropriate volunteer according to agency match criteria.
- Maintain strong relationship with schools in order to maximize child referral channels.
- Maintain a regular schedule of follow up contact, supervision, support and counseling to all parties in the match.
- Conduct public speaking and volunteer orientation and training sessions.
- Complete all required Big Brothers Big Sisters online and in-person training modules.
- Precisely complete monthly required grant reports generated mainly in Excel.
- Work closely with the Program team to maximize operational efficiencies and to meet performance goals.
- Inspire and engage all partners and participants to meet grant deliverables in a timely and urgent manner.
- Assess needs of children to determine suitability and fit for our programs.
- Recruit and promote the mission of the agency at community functions, to strengthen accessibility to volunteer rich pools.
- Work hours are generally 9:30-6:30. Some late evening or weekend hours are necessary to meet the goals of our agency.
- Other duties as determined by the CEO and/or Program Director.

Job Skills and Knowledge Required:

- Proficiency in Microsoft Office, including Word and Excel.
- Proficiency with web-based performance management and database tools.
- Strong organizational and time management skills including the ability to set and meet deadlines.
- Strong interview skills that put interviewees at ease build rapport and at the same time gather pertinent data, as needed, of a sensitive and personal nature.
- Ability to communicate well both verbally and in writing, concisely with clarity, warmth, humor and tact. A writing and/or presentation sample will be expected prior to hiring.
- Ability to focus on details.
- Entrepreneurial and performance metrics savvy.
- A strong working knowledge of volunteer behavior.
- Knowledge of the dynamics of adult abusive behavior, both physical and sexual.

Equal Employment Opportunity- Big Brothers Big Sisters provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental disability.

Americans with Disabilities Act- Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities- The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Big Brothers Big Sisters may change the specific job duties with or without prior notice based on the needs of the organization.

Our mission is to provide children facing adversity with strong and enduring, professionally supported 1-to-1 relationships that change their lives for the better, forever.

To apply:

Submit resume and cover letter specifically highlighting how your skills fit this position to Ellyn Scanlan
ellyn.scanlan@bbbsbigbend.org
or call (850) 386-6002 for more information

Big Brothers Big Sisters of the Big Bend – Program Coordinator

Core Competencies	High Performance Indicators
Customer Focus	Able to build strong working relationships with agency staff and matches; identify unexpressed customer needs and potential solutions to meet those needs; independently anticipate and meet customer mentoring support needs; prioritize work in alignment with the needs of volunteers and youth; use relationship knowledge and feedback to improve the effectiveness of own coaching results.
Get Results	Able to demonstrate high personal work standards and a sense of urgency about results to meet goals and deadlines; maintain high performance by viewing failures as learning opportunities and rebounding quickly from setbacks or rejections; persist in the face of repeated challenges; accept responsibility for the outcomes of his/her own work.
Problem Solving & Analysis	Able to gather appropriate data and diagnose the cause of a problem before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.
Flexibility & Achieving Change	Able to positively deal with changes that affect job requirements or work assignments; adapt to quickly shifting priorities in response to the needs of matches; quickly recognize situations/conditions where change is needed; remain calm and professional in emotionally charged interactions; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.
Continuous Improvement & Gets Results	Able to identify and apply "best practices" in own work; improve efficiency by planning and organizing work effectively, eliminating barriers and streamlining work processes; monitor, evaluate and track own performance; adapt work practices in order to meet goals and deadlines; persist in the face of ongoing obstacles or setbacks; accept responsibility for the quality and outcomes of own work.
Decisiveness & Judgment	Able to demonstrate sound judgment in routine, day-to-day decisions; think critically to make decisions and take action, even in non-routine situations; rapidly make reasonable assessments with limited information; consider impact of various options when making decisions; use sound judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation.
Open Communication	Able to use active and attentive listening to confirm understanding; coach others through the use of reflective questioning; personalize communication content and delivery to fit different perspectives, backgrounds or styles of audience; document information about matches clearly and concisely in order to keep records accurate and up to date.

Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.
Valuing Diversity	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.