



**Big Brothers  
Big Sisters®**

**JOB DESCRIPTION**

<b>Position Title:</b>	<b>Job Status:</b>
<b>Program Specialist</b>	<b>Full-Time, Exempt</b>
<b>Department: Site-Based</b>	<b>Location: Pittsburgh</b>
<b>Reports To: Program Director</b>	<b>Number of People Supervised: 0</b>

**POSITION PURPOSE**

This position coordinates location-specific one-to-one mentoring programs in schools, corporations and/or law enforcement agencies throughout Allegheny County.

This position implements recruitment, enrollment, and matching processes with mentees (littles) and mentors (bigs) to sustain new and/or existing programs. The position also develops curriculum/activities to implement at Site-based Program locations and provides ongoing match support to program participants to cultivate strong, safe, and healthy relationships.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: recruitment, enrollment, match closure rate, match retention rate, average match length, match support, and customer satisfaction.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Recruit and enroll volunteers and children for each program including: oversight of the application, screening and matching process
- Effectively create and maintain partnerships with all sites to ensure a smooth program and constant flow of child referrals including attending events with schools/workplace partners.
- Provide orientation for volunteers and students and assess individual training needs, information and support needs for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.
- Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed and resolved as early as possible. Match support is provided on a frequency according to BBBS Standards, at a minimum.
- Develop, promote and implement individual and group match activities to support ongoing volunteer involvement with the child and agency affiliation through individualized recognition, annual events, and reengagement strategies.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
- Effectively utilize YOS, to assess match impact on youth development and effectively utilize SOR to assess the strength of relationship between volunteer and child.
- Conduct exit interview with all parties at match closure. Assess reasons for match closure and re-match potential.

Identify and promote engagement of volunteers as Bigs, board members, and donors in other volunteer capacities.
Consult with other service delivery staff and/or supervisor as appropriate as well as attend and participate in all team, staff and program meetings
Collect and compile records, ranging from attendance to impact, regarding sessions or activities, and provide to the Manager when requested
Other duties as assigned

<b>EDUCATION&amp; RELATED WORK EXPERIENCE</b>
<b>Education Level:</b> <b>(minimum &amp; preferred educational requirements necessary to perform this job successfully)</b>
Bachelor's degree is required. BA in social work, social services, education, counseling, sociology, psychology or related field is preferred.
<b>Years of Related Work Experience :</b> <b>(minimum &amp; preferred related work experience necessary perform this job successfully)</b>
One-year experience in social service, teaching field, or with other BBBS Programs is preferred. Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics Passionate about working with youth to develop positive relationships with law enforcement agencies in their community.

<b>SKILLS AND KNOWLEDGE</b>
Proficiency in Microsoft Office; including Word, Outlook, and Excel.
Excellent oral and written communication skills reflecting solid customer service both in-person and telephone.
Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction
Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating
Ability to relate well in multicultural environments;
Ability to effectively collaborate with other volunteer match staff;
Ability to use time effectively;
Ability to focus on details.
Ability to collect meaningful data and draw solid conclusions.
Comprehensive criminal, child abuse, and FBI background checks
Ability and willingness to travel locally to meet with volunteers and clients and for program

<b>Core Competencies</b>	<b>High Performance Indicators</b>
<b>Customer Focus</b>	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 match support needs; prioritize work in alignment with the needs of the match; use match knowledge and feedback to improve the effectiveness of own support results.
<b>Problem Solving &amp; Analysis</b>	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.

<b>Flexibility &amp; Achieving Change</b>	Able to positively deal with changes that affect job requirements or work assignments; adapt to 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.
<b>Continuous Improvement &amp; Gets Results</b>	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.
<b>Decisiveness &amp; Judgment</b>	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.
<b>Open Communication</b>	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.
<b>Strategic Alignment</b>	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. Participate as an active team member assisting other members of the support team and other teams within BBBS as needed to reach the overall goals of the Agency.

<b>CONDITIONS OF EMPLOYMENT (Describe any specific conditions for employment relative to this position)</b>	
Must be able to pass comprehensive criminal, child abuse, FBI background checks. Must have car, valid driver's license, and meet state required automobile insurance minimums.	
<b>WORK ENVIRONMENT/PHYSICAL REQUIREMENTS</b>	
<i>(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)</i>	
Routine office & school environment. Flexible work hours, including early evening/weekend, to meet customer needs. Must travel to local communities and neighborhoods, as needed.	

***Equal Employment Opportunity***

Big Brothers Big Sisters of Greater Pittsburgh 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 handicap or disability.

***Americans with Disabilities Act***

**Equipment Used:** PC and standard office equipment, including utility dolly/cart

**Physical Requirements:** Position is primarily an office setting, requiring long periods of sitting at a desk and computer. The position requires the ability to lift 20 pounds unassisted, 40 pounds with assistance. Frequent visits to sites or securing agency supplies may require driving in inclement weather or in the evening after sunset. The ability to navigate within the service area.

***Job Responsibilities***

The previous 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 of Greater Pittsburgh may change the specific job duties with or without prior notice based on the needs of the organization.

<b>ACKNOWLEDGEMENTS</b>	
<b>Creation Date:</b>	<b>Revision Date:</b>
<b>Supervisor: I have approved this job description and reviewed with my employee.</b>	
Signature:	Date:
<b>Employee: I have reviewed this job description with my supervisor and acknowledge receipt.</b>	
Signature:	Date:
<b>Chief Executive Officer:</b>	
Signature:	Date: