

Job Description: Program Coordinator, Operation Bigs

Department: Program

STATUS:

Hourly, non-exempt

Full Time

REPORTS TO:

Program Manager of Match Support & Special Initiatives

JOB SUMMARY:

Essential to the BBBS brand, the primary function of this position is to provide match support to the children in the Operation Bigs (OB) program in San Diego County to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers. This position performs all duties within all of the Service Delivery Model (SDM) functions (CRS, EMS, MSS).

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: youth yield and processing time; customer satisfaction; professional assessments and matching recommendations for child applicants; match supervision rate; maintaining overall child safety; positive working relationships with school liaisons; and individual and team goals set on a monthly and annual basis.

JOB RESPONSIBILITIES:

Client Enrollment & Matching

1. Conduct client enrollments including parent/child interviews and child safety education. Assess for appropriateness for program and refer families for alternative or additional services as needed.
2. Provide comprehensive assessments and recommendations for matching and follow-up support for each individual child enrolled in the program.
3. Work with the Enrollment team to match volunteers and children based on interests and skills. Facilitate match introductions for OB matches.
4. Participate in match parties with colleagues as needed, conduct pre-match calls to parents and volunteers for all pending matches, and complete match transmission information in Matchforce within 24 hours of match introductions.

Match Support & Supervision

5. Organize, attend, and supervise monthly Operation Bigs match activities throughout the county, including near Camp Pendleton.
6. Continually assess the match relationship focusing on child safety, match relationship development, positive youth development and volunteer satisfaction. Identify, address, and resolve real and/or potential problems and barriers as soon as possible. Provide match support at a frequency according to BBBS Standards, at a minimum.
7. Assess and provide for 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.
8. Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
9. 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.
10. Plan and facilitate end of the year, winter, and summer parties/activities as agency budget and school partnerships allow.
11. Case management: maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
12. Successfully implement Youth Outcome Development Plan (YODP) for each match, review quarterly, and update annually.
13. Effectively administer and utilize the Strength of Relationship Survey (SoR) and the Youth Outcomes Survey (YOS) to assess match impact on youth development.
14. Conduct exit interviews (by phone or in person) with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly, refer exit interview to supervisor for third party assessment.

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Liaison & Partnership Relations

1. Communicate effectively with school liaisons and community partners to develop and sustain relationships to promote growth of the program.
2. Work with school liaisons to recruit children, as needed.

Other Duties

3. Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
4. Participate in various military events to establish and maintain relationships with other community and military organizations.
5. Consult with other service delivery staff and/or supervisor as appropriate.
6. Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
7. Promote and assist with the agency's administrative, marketing, and fundraising efforts as assigned.
8. Assist with the production of National and/or local agency or agency sponsored events as required.
9. Recruit and launch new OB sites and/or OB traditional mentoring programs as additional school/community partners are identified.
10. Other duties as assigned.

JOB QUALIFICATIONS

- Minimum Bachelor's degree required in social services, human services, or related field preferred.
- Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics.
- Case management experience preferred.
- Proficiency in Microsoft OFFICE; including Word, Outlook, and Excel.

REQUIRED SKILLS AND ABILITIES

- Excellent verbal 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.
- Effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating.
- Relate well in multicultural environments.
- Effectively collaborate with other volunteer match staff.
- Use time effectively and focus on details.
- Ability to collect meaningful data and draw solid conclusions.
- Must be able to obtain transportation to get to designated meetings throughout the county.
- Familiarity working with military families is highly desirable.

WORK ENVIRONMENT:

- This is a designated telecommuting position (home or local site based).
- Frequent local travel required including, but not limited to, visits to elementary schools, community partners, and military housing communities in San Diego County, as well as travel to the main BBBS of SDC agency for team meetings and trainings.

PHYSICAL DEMANDS:

Ability to sit in meetings for long periods of time. Ability to work effectively using a personal computer for long periods of time. Ability to lift a minimum of 25lbs.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Contents may be subject to change at any time to meet the needs of the organization.