

Big Brothers Big Sisters of the Capital Region

**JOB DESCRIPTION**

**POSITION TITLE:** Program Manager – Site Based  
**SUPERVISOR:** Chief Executive Officer  
**SCHEDULE:** 40 hrs/wk  
**COMPENSATION:** low to mid-\$40s annually

**BROAD FUNCTION:** Responsible for recruitment, enrollment, and matching of children (Littles) and volunteers (Bigs) for the site-based Big Brothers Big Sisters of the Capital Region (BBBSCR) programs. Responsible for supervising Site-Based Coordinators for programs at colleges in the Capital Region and working with Big Brothers Big Sisters Club Representatives at each campus. Responsible for implementing and managing new site-based programs with local businesses and other partners. Responsible for overall management of site-based match support function at BBBSCR. Lead, support and supervise team of match support professionals dedicated to ensuring child safety, positive outcomes for youth, and positive relationships between children, parents, volunteers and BBBSCR. Responsible for ensuring agency is providing high-level customer service throughout the effective implementation of the site-based program in accordance with agency standards.

**MINIMUM JOB QUALIFICATIONS:**

- Bachelor's degree in the field of social work, counseling, psychology, education, non-profit management or other related field
- At least three (3) years of full-time work experience in human service or related field
- A minimum of at least one year of supervisory experience or one year of BBBS work experience
- Demonstrated work experience working with both child and adult populations
- Excellent oral, written, and listening communication skills reflecting solid customer service and high-level interviewing skills
- Demonstrated ability to: form appropriate assessment-based relationships; relate well in multicultural environments; maintain confidentiality throughout daily operations; effectively collaborate with volunteer match staff; use time effectively; and focus on details
- Demonstrated ability to collect meaningful data and draw solid conclusions.
- Demonstrated skills in compiling and producing written reports
- Proven ability to establish priorities and problem solving
- Proficiency in computer skills including Word, Excel, PowerPoint, Google Drive, and social media
- Ability to work flexible hours, including evenings and weekends
- Must have own reliable mode of transportation and use to perform certain job requirements
- Must have current and valid driver's license to operate motor vehicle
- Must maintain current and valid insurance to cover personal mode of transportation
- Ability to perform office related tasks and utilize required office equipment, including telephone, cell phone, fax machine, copy machine, and computer equipment. (At this time, this is a fully remote position due to COVID-19.)
- Bilingual/Spanish-speaking preferred but not required.

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### **PHYSICAL REQUIREMENTS:**

- Ability to perform repetitive tasks, such as using a keyboard on computer equipment.
- Ability to lift and carry certain items weighing up to and including 50 lbs. on occasion
- Ability to sit or stand for an extended period while performing required duties as assigned

### **POSITION RESPONSIBILITIES include but are not limited to:**

#### **Enrollment**

- Conduct volunteer enrollments, including: recruitment fairs, individual orientations, interviews, and completion of any other enrollment processes. Determine if home or school visit is necessary and complete as indicated.
- Conduct client enrollments including parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.
- Ensure staff uses a high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families.
- Ensure staff collaborate with other service delivery staff to ensure smooth transition among functions.
- Assist staff in identifying and eliminating any barriers interfering with the completion of the enrollment process.
- Review and follow-up on references as appropriate. Review any reference issues which may influence the volunteer enrollment process.
- Ensure staff conducts volunteer and client reassessments/updates as indicated.
- Review all enrollment information and assessments and make recommendations for participation in the program based on this information. Assess and apply factors contributing to successfully match and effectively align volunteer interests and qualifications with service options of agency.
- Ensure staff provides timely and comprehensive reports and recommendations for participation in the program based upon assessments of each individual volunteer. Follow process through to next point of contact.
- Assist staff to determine matches and facilitate match meetings in accordance with volunteer and family schedules.
- Review recommendations to Site-Coordinators for Match Support training and support needs.
- Ensure staff maintain accurate paperwork for each match according to BBBSA and agency standards.
- Ensure staff enters information into cloud database as information is gathered.
- Other related duties as assigned.

#### **Match Support**

The Site-Based Program Manager is responsible for ensuring that the Site-Coordinators:

- Document and monitor all elements of match support and supervision.
- Assess training, information and support needs for participants.
- Maintain a high-level of proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.

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- Develop strategic interventions to identify and strengthen match relationships.
- Develop and implement match activities to strengthen Big/Little relationships and affiliations with BBBSCR.
- Establish and monitor goals for reducing premature match closures, and for increasing match length, strength of relationship and participant satisfaction.
- Utilize Youth Outcome Survey, Strength of Relationship, and other survey tools to assess match impact on youth development.
- Establish and monitor goals for completed and on-time contacts
- Share match stories and potential partnership relationships with Chief Executive Officer, Board of Directors, and Development staff.
- Promote re-engagement of *Bigs* as mentors and in other volunteer capacities.

In addition, the Site-Based Program Manager will serve on the management team of BBBSCR and be responsible for monitoring agency-wide goals. The Site-Based Program Manager will also be working in collaboration with the Community Based Program Manager to collectively manage the Match Support team. The Community-Based Program Manager will help organize one site-based match event each semester. The Site-Based Program Manager will also be responsible for providing bi-annual reports on outcomes for youth participating in our program.

If you are interested in applying for this position, please email a cover letter with salary requirements, resume, and three references to Hiring Manager at [info@bbbscr.org](mailto:info@bbbscr.org). Interviews will be conducted on a rolling basis and applications will be accepted until the position is filled.

*Big Brothers Big Sisters of the Capital Region provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Big Brothers Big Sisters of the Capital Region complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*