



## **Big Brothers Big Sisters of Metro Milwaukee, Inc. Position Description**

Position Title:	<b>Mentoring &amp; Education Coordinator (High School)</b>
Reports To:	Director of Education
Department:	Program
FLSA Category:	Exempt
Date Approved:	July 2024

### **POSITION SUMMARY**

The Mentoring & Education Coordinator (MEC) is responsible for implementing mentor2.0--our college and career readiness program--with fidelity to BBBS's established service delivery model, while preparing high school students for graduation and a successful transition to college and/or the workforce. This position collaborates with the school site(s) to ensure youth enrollment; completes the enrollment and matching process including interviews, assessments, match introduction meetings; and provides ongoing case management for families, students, and volunteers.

In your role, you will use customized curriculum to implement Group Facilitated weekly classroom instruction during the school year. You will oversee in-person match events year-round and monitor match communication to support the development of match relationships and positive youth outcomes.

The position reports directly to the Director of Education and works independently, as well as an active member of the education team. The MEC must meet annual program goals, deliver positive student outcomes, ensure volunteer satisfaction, and maintain strong school relationships.

### **QUALIFICATIONS**

#### **Education**

- Bachelor's degree required in secondary education, community education, psychology, counseling, human services, or a related field.
- Comprehension and/or certification in Social Emotional Learning framework and knowledge of youth mental health preferred.

#### **Experience**

- At least two years of implementing educational programming and/or facilitating classroom instruction with students (high school aged preferred).
- Knowledge and experience related to ensuring child safety is required.
- Experience with child and family populations in multi-cultural and varied socio-economic communities.
- Experience communicating face-to-face with youth and adults, both individually and in group settings.

#### **Competencies and Skills**

- Bilingual in Spanish highly preferred.
- Ability to lead high school students in a classroom setting toward an established goal.
- Ability to motivate adult volunteers and high school students to successfully support meaningful mentoring relationships.
- Outstanding organizational and time management skills to complete a high volume of varied responsibilities in a fast-paced setting with excellent attention to detail.
- Exceptional communication skills – both written and oral; presents information in a clear and inspirational manner. Comfortable and effective at public speaking.
- Effective group management skills of high school students.
- Outstanding presentation and facilitation in a classroom setting.
- Ability to develop strong relationships and collaboration.
- Flexible and ability to respond to the needs and changes of students, staff, families, and school environments.



- Knowledge and understanding of children and families of diverse backgrounds and experiences.
- Ability to work effectively with colleagues, promoting cross-functional analysis and organization-wide problem solving.
- Ability to maintain confidentiality throughout daily operations and communications.
- Strong attention to detail and organizational skills necessary to successfully manage varying programming functions, students, school partnerships, and coordination.
- High level of proficiency in Microsoft Office; including Word, Outlook and Excel; comfortable learning new programs and willing to embrace our need to incorporate technology.

## **Responsibilities**

- Key responsibilities include:
  - Teaching, planning, and executing weekly curriculum that incorporates Social Emotional learning frameworks.
  - Proactive match support to provide case management and monitor mentor communication.
  - Frequent individualized student support
  - Event and school relationship coordination
  - Data collection and evaluation
- Ensure high-level proficiency in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function and compliance with national BBBSA Standards for Program Delivery.
- Provide match support to mentoring matches of adult volunteer mentors and high school student mentees to ensure child safety, relationship development, and progress through program goals and curriculum.
- Create curriculum, implement, and customize Group Facilitated Mentoring (GFM) to youth enrolled in a non 1:1 mentoring match.
- Maintain a vigorous contact schedule that includes in-person, phone, and electronic contact with the volunteer, child, and parent/guardian. Using evaluation surveys, assess relationship strength and match impact on youth development. Proactively identify, address and resolve potential problems that impede healthy match relationship development. Communicate effectively with supervisors, including prompt notification and consultation regarding concerns which may negatively impact the match.
- Achieve monthly and annual performance goals, including: match contact compliance, documentation quality, survey completion, match retention rate, frequency of match closures, average match length, and customer satisfaction.
- Manage and assist with volunteer and student enrollment and matching, including individual orientations, interviews, volunteer training, and matching. Assure match introductions and conduct match meetings.
- Utilizing the agency's data capture system and the mentor2.0 platform, maintain excellent documentation of the match activities, meeting BBBSA and agency standards.
- Build and maintain strong working relationships with high schools; effectively integrate Big Brothers Big Sisters into the school culture to ensure smooth day-to-day operations of the program through positive professional interactions with teachers, faculty and administrative staff.
- Implement the mentor2.0 curriculum, using the Match Connect communication platform (technology platform) and working with Google Classrooms; adapt as needed to meet participant needs. Serve as an agency expert regarding mentor2.0 technology, curriculum structure, and program content.
- Deliver high quality weekly classroom instruction to students in mentor2.0 and GFM programs.
- Manage overall coordination of event planning and logistics.
- Present, facilitate, and execute large match events with activities that strengthen relationships between mentors and mentees.
- Collaborate with colleagues and various teams throughout the organization to achieve agency goals. Assist colleagues with events and classroom instruction as needed.
- Staff and oversee MentorZone, our new, dedicated space that encourages our mentees and matches to build relationships, interest, and explore academic and personal growth.



- Assist in completion of grant deliverables as needed.

This is an exempt position requiring a minimum of 40 hours per week. Must be available to support program events in the evenings and occasional weekends as deemed necessary. Other tasks may be assigned, based on business needs and the department supervisor's request or the CEO.