

<b>Position Title: Program Specialist</b>	<b>Reports To: Program Manager</b>
<b>Date: April 7, 2022</b>	<b>Location: Santa Fe</b>
<b>FLSA Status: Full-Time Exempt</b>	<b>Starting Salary: \$35,568-\$41,260 (DOE)</b>

JOIN A FORWARD-THINKING ORGANIZATION THAT IS PROVEN TO MAKE POSITIVE IMPACT ON CHILDREN'S LIVES. Big Brothers Big Sisters Mountain Region (BBBSMR) is looking for an adaptable, service-oriented Program Specialist to join our innovative and collaborative team. BBBSMR provides one-to-one mentoring services to children facing adversity that empower them to reach their fullest potential.

#### **KEY RESPONSIBILITIES:**

- Interview potential Bigs (mentors) and Littles (mentees) to assess strengths, needs, interests, and match preferences and to make tailored matches. Matches may be:
  - Community-Based (adult mentors matched with youth ages 5-17); or
  - School-Based as part of our High School Bigs programs (high school students matched with elementary-age students; matches meet weekly on-site at area schools).
- Use coaching skills and regular engagement with Bigs, Littles, and parents/guardians to support safe, healthy match relationship development and child development as well as progress on identified goals. Use a high level of proficiency and skill to apply child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Adhere at all times to the national Big Brothers Big Sisters Service Delivery Model, program standards, and BBBSMR Program Manual.
- Timely enter complete and accurate information into case management database, using proper grammar and construction for narrative sections.
- Assess match relationships for any potential concerns or challenges as early as possible. With supervisor's guidance, coach parties and intervene as needed toward successful resolution.
- Distribute and collect periodic surveys on youth outcomes, mentoring relationship strength, and ongoing support needs.
- Work collaboratively with team to assure fidelity to program standards while using flexibility and creativity in meeting match and family needs. Help families identify and connect with additional community supports as needed.
- Attend agency events to support families and program growth. These often occur during evenings or weekends, requiring schedule flexibility.

- Travel throughout Santa Fe County to support BBBSMR programs and matches; occasionally travel to other counties served by BBBSMR for events or coverage.
- Work collaboratively with the BBBSMR team to support high-quality, one-on-one mentoring throughout the service areas.

### **JOB QUALIFICATIONS:**

Our ideal candidate is a dynamic, adaptable relationship-builder with strong critical thinking, coaching, and organizational skills, and who has prior experience working in a child or youth-serving setting.

We understand that well-qualified applicants may not meet every qualification listed. If you believe you are well-qualified and have the right experience to perform the duties of this position, please apply!

- **Education:** Must have a bachelor's degree or be within 6 months of completing degree at time of hire.
- **Customer-Focus:** Demonstrated ability to build rapport and strong working relationships with diverse individuals, including families, volunteers, and team members ("customers"). Independently anticipates customer needs and identifies potential solutions; consistently meets customer needs.
  - Experience developing and managing family-led relationships with children and adults.
  - Experience with intake, interviewing, assessment, and case management.
  - Knowledge of child safety and mandatory reporting requirements, alignment with an asset-based approach to supporting young people and volunteers.
- **Written and Verbal Communication:** Has active and attentive listening skills; adapts communication content and delivery to individual needs. Openly and diplomatically expresses opinion. Translates what is heard, observed or assessed into documentation that is accurate and concise; clearly communicates key information to others with a need to know. Adeptly adjusts communication content and delivery to fit different perspectives, needs, backgrounds, cultures, and styles.
  - Proficient in case management documentation.
  - Special consideration for candidates fluent in Spanish – able to communicate clearly and effectively with Spanish-speaking families and volunteers.
- **JEDI:** Demonstrated commitment to advancing justice, equity, diversity, and inclusion.
- **Continuous Improvement:** Able to identify and apply "best practices" in own work. Plans and organizes work effectively. Adapts work practices to meet goals and

deadlines. Persists in the face of obstacles or setbacks. Accepts responsibility for quality and outcomes of own work.

- **Planning and Organizing:** Effectively manages time, consistently meets deadlines, and uses resources creatively and efficiently.
- **Resiliency and Flexibility:** Understands trauma-informed care principles; adaptable and flexible in a changing environment; solution-builder; remains calm, supportive, and professional in potentially difficult or emotionally charged interpersonal interactions.
- **Strategic Alignment:** Sets and achieves individual goals that align with role and organization's strategic plan or goals. Acts with an understanding of how own actions and decisions affect others' roles and program outcomes.
- **General Office Skills:** Proficient in MS Teams and Office: Word, Excel, Outlook. Adept at learning new systems and processes.

Must complete Big Brothers Big Sisters Program Specialist certification within 30 days of start date. Reliable vehicle required for reimbursed travel to partner sites, match activities, and other occasional needs.

#### **COMPENSATION & BENEFITS:**

**In addition to training and a supportive work culture, BBBSMR offers employees:**

- Paid Holidays
- Four weeks of Paid Time Off (PTO) per calendar year to include paid sick leave
- Retirement Plan (403B) with employer match
- Health Insurance
- Dental Insurance
- Life & ADD Insurance

BBBSMR is in the process of reviewing a hybrid work model (part-time in office, part-time remote/work from home). The Program Specialist will be expected to travel to/around Santa Fe regularly, especially under non-COVID conditions. Position may require periodic travel to other service areas.

#### **How to Apply**

To apply, please fill out our BBBSMR application on our Careers page at

<https://www.bbbsmountainregion.org/current-openings/>



*Big Brothers Big Sisters Mountain Region does not discriminate on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factors.*

*Applicants with disabilities may contact us to request and arrange for reasonable accommodations e.g. to access job openings or apply for a position. If you need assistance to accommodate a disability, please contact BBBSMR Human Resources at [Gina.Trujillo@bbbsmountainregion.org](mailto:Gina.Trujillo@bbbsmountainregion.org) or (505) 629-1056.*