

Position Title: Darke County Program Coordinator**Big Brothers Big Sisters of Shelby & Darke County has an immediate opening for a full-time Program Coordinator.**

General Purpose: This position requires excellent case management, program support and documentation for our Darke County Community and Site Based Programs. This position includes event scheduling, conducting interviews and match introductions, event planning and execution, and match support. Must be highly organized and provide excellent professional customer service and meet quality metrics, outcomes and goals as established by the agency. The ideal candidate will have experience running youth sporting events and demonstrate a high-level of awareness and independent judgment when supervising volunteers and children in the areas of child safety and relationship building. Position includes some evenings and weekends and requires flexible work hours to meet client needs. Some travel within our two-county area is required.

Inclusiveness Statement: *As an organization dedicated to inclusiveness, BBBS of Shelby and Darke County values and celebrates the diversity and individuality of every child, volunteer, employee, board member, family, and community partner.*

Essential Duties/Responsibilities:

- Performs duties in compliance with National standards and BBBS policies, procedures and practices.
- Ensure child safety at all times.
- Delivers consistent, effective, and excellent customer service and match support in a respectful manner.
- Provides strong support to families, volunteers, and matches with emphasis on strong relationships through resources, face to face and individual match support.
- Works to match volunteer with the child applicants in a manner that strongly considers all parties' requests from a cultural, gender, religious, etc. standpoint and that enhances the BBBS relationship.
- Processes volunteer and child applicants from inquiry through matching.
- Facilitates parent child orientations and volunteer trainings as assigned.
- Provides community resources and referrals to all served families expressing need, when possible.
- Maintains written and statistical documentation in a professional and timely manner.
- Represents BBBS in a professional manner in the community and office.
- Plans, organizes and executes Match events and Site-Based programming.
- Builds and manages community contacts and relationships.

Other Duties/Responsibilities:

- Identifies those issues (clinical, organizational) which need to be referred to your direct supervisor.
- Assumes other program responsibilities as needed.
- Provides assistance with implementation of special events for the agency.

Supervisory Duties:

- Supervise and train high school and community volunteers

Job Qualifications:

- Experience associating with or the willingness to associate with diverse communities and organizations that support BBBS stakeholders and to develop and maintain relationships with those communities and organizations.
- Excellent oral and written communicator.
- Works independently yet able to perform well in team environment.
- Excellent problem solving and decision-making skills.
- Strong organizational skills and able to focus on details.
- Must have excellent time management skills and able to multi-task and set priorities. Ability to deal effectively with changing job requirements and shifting priorities.

Education Or Formal Training:

- Bachelors of Science or Arts degree in social services, human resources, or a related field.

Experience:

- General knowledge of youth and activity planning.
- Assessment, intake, and strong interviewing skills.
- Experience in effective cross-cultural communications with children and adults to develop and enhance the understanding of the cultural needs of children and their families in relationship to their mentors.
- Public speaking/training skills.

Material and Equipment Directly Used:

- Proficient in Microsoft Office and Google Docs. Will be trained to utilize Matchforce, a Salesforce Data Management System

Working Environment/Physical Activities:

- Office and travel as needed; reliable vehicle required. Able to transport and carry items needed for events and sessions.

Professional Performance:

- Adhere to all personnel guidelines of the agency.
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a "role model" both at and away from the agency.
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks.
- Perform all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency guidelines and conforming to the scheduling requirements of the job and program.
- Maintain an awareness of the agency's mission and work to promote the positive individual and social change goals it embodies.
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of agency business.
- Actively strive to upgrade professional skills though engaging in appropriate professional training and experience.
- Actively strive to create and maintain a culturally sensitive and appropriate environment through communication and interaction that demonstrates respect for diversity.

Equal Employment Opportunity

BBBS strives to make all personnel decisions without regard to race, creed, age, color, religion, national origin, ancestry, citizenship status, gender, gender expression, marital status, sexual orientation, veteran status, disability, arrest record, or any other protected class as required by applicable law. All employees are expected to actively support these principles and objectives in our work environment and with others with whom we come into contact.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Other duties as assigned.

Interested applicants should send cover letter and resume by Friday, August 20th, to:

BBBS of Shelby & Darke County
Attn: Jennifer Bruns
P O Box 885
Sidney, OH 45365
or email: jenny@bigbrobigsis-shelbydarke.org