



TRI-CITIES PROGRAM MANAGER

The Tri-Cities Program Manager is responsible for youth & volunteer recruitment, enrollment & matching, ongoing case management, as well as building community partnerships and developing local fundraisers, all of which is consistent with Board of Directors policies and long-range objectives for the Tri-Cities service area. The duties connected with this position include, but are not limited to:

- Volunteer Recruitment/Enrollment
- Youth Recruitment/Enrollment
- Ongoing case management
- Bowl for Kids' Sake – peer-to-peer fundraiser
- Community Partnerships – local military, police, and fire communities, faith-based community, school systems, corporations, and other nonprofits

PRIMARY ACTIVITIES:

- Recruit volunteers & youth
 - Maintain community relationships to ensure consistent pipeline of potential volunteers
 - Maintain relationships with school contacts to ensure adherence to MOU and support child referral efforts
- Enroll volunteers & youth
 - Lead program orientations and child safety education
 - Complete all enrollment components, including but not limited to interviews, background checks and reference checks, home assessments as applicable.
 - Assess participant fit to BBBS based on Policies & Procedures, BBBSA Standards of Practice and professional judgment.
- Match volunteers & youth
 - Make informed recommendations for matching and facilitate match introductions – in person, in schools or virtually as needed.
- Conduct ongoing match support using agency wide Customer Relationship Management tool, Matchforce
 - Ensure consistent communication with all match parties and partners as required per BBBSA Standards of Practice
 - Exhibit excellent case management skills in documenting all match interactions
 - Anticipate problems and provide culturally sensitive recommendations for match relationship development
 - Conduct surveys with all match participants per BBBSA Standards of Practice, analyze results to make appropriate recommendations to maximize match relationship
 - Meet or exceed metrics for match development – match length, retention, match support complete

JOB COMPETENCIES:

Successful performance in this position requires an individual with the following demonstrated skills:

- Goal driven – Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results. Persist in the face of repeated challenges. Accept responsibility for improving quality, efficiency, and outcomes of own work.
- Customer focused – Able to build strong working relationships with internal and external customers. Independently anticipate and personalize communication/approach to fit different perspectives, backgrounds, and experiences. Use customer feedback to improve own work results.
- Problem Solver & Analytical – Able to gather appropriate data and diagnose a situation before acting. Separate causes from symptoms. Identify unique solutions to unique challenges. Demonstrate innovative and critical thinking.
- Decisive – Able to demonstrate good and ethical judgement in routine, day-to-day decisions independently. Consider impact of various options when making decisions.
- Strategic – Able to manage time effectively when prioritizing different aspects of the work. Demonstrate flexibility, organization, timeliness, and sense of urgency when meeting personal and agency goals.

REQUIREMENTS:

- Excellent computer skills
- Ability to handle confidential conversation, correspondence & records
- Effective oral and written communication
- Availability to attend functions outside of normal operating hours
- Knowledge of Tri-Cities area & schools is a plus
- Bachelor's degree (Preferred)
 - If candidate does not possess a Bachelor's degree, the following exceptions are applicable contingent on a waiver from Big Brothers Big Sisters of America:
 - In the process of completing degree: must be within 6 months of degree completion
 - Associate degree: Minimum of 4 years of relevant work experience in related fields
 - No degree: Minimum of 8 years of relevant work experience.

Position based out of satellite office located in Hopewell, VA. Full-time, salaried, exempt position with benefits. Hiring range: \$36,000-38,000. 2 weeks vacation, 9 holidays, plus paid leave between Christmas and New Year's. Health, dental, and life/long-term disability insurance.

To apply: Please submit resume, cover letter, and three references to Heloisa (Ellie) Martinez, Director of Programs, at hmartinez@bigbrobigsis.com by Sunday, May 23. No phone calls.