



#### AT A GLANCE:

**[TITLE]: Program Specialist**

**[LOCATION]:** Primarily in office located at 808 Aviation Parkway Suite 900 Morrisville, NC 27560. Ability to work remotely once a week.

**[DATE POSTING CLOSES]: June 23, 2023**

**[ESTIMATED/IDEAL START DATE]: July 24, 2023**

**[SALARY]:** \$32, 610.00

**[BENEFITS]:** Comprehensive benefits package including but not limited to medical, dental, and life insurance. Additional benefits are covered at the end of this job description.

**[SCHEDULE]:** 8-hour shift, Monday to Friday, Weekend availability

**[COVID-19 considerations]:** Masks and social distancing are recommended, but not required.

#### THE ORGANIZATION

For more than 23 years, Big Brothers Big Sisters of the Triangle (BBBST) has been Eastern North Carolina's premier mentoring organization, defending the potential of the future leaders of our community by matching youth (Littles) with committed adult mentors (Bigs). Each time BBBST pairs a child with a role model, we start something incredible: a one-to-one relationship built on trust and friendship that can blossom into a future of unlimited potential. We believe that all youth have the ability to overcome obstacles, and we advocate for them to explore the endless possibilities of what they can accomplish. We create mentoring relationships that ignite the power and promise of youth and develop a village of support that helps maximize the likelihood that a Big Brothers Big Sisters relationship will thrive.

#### THE POSITION:

**Position Overview:** Essential to the BBBST brand, the primary function of this position is to coordinate and implement aspects of Site-based Programs. This position will also ensure that volunteers and children are appropriately enrolled, matched and supported while executing a high degree of independent judgment when utilizing BBBST standards and practices. Caseloads based on the needs of the agency. A high-level customer service, focusing on volunteer options and child safety, is to be demonstrated throughout the volunteer and child enrollment matching, and match support process.

**Performance Measures:** The successful incumbent will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield, youth/parent processing time, customer satisfaction and match retention.

**Passion for the Mission:** The Program Specialist will embrace and embody the mission of Big Brothers Big Sisters of the Triangle and its commitment to empowering and inspiring every



young person to reach their full potential. They will flourish in a mission-driven environment, working at a local affiliate agency of a national organization while continually innovating to help expand the reach of the BBBST.

**Commitment to justice, equity, diversity, and inclusion (JEDI):** It's not enough to say we are committed to (JEDI). We must work intentionally and diligently to bring about change. To empower the potential of all young people, we must ensure all young people have the opportunity to have a strong mentoring relationship in their lives. We are actively working to promote justice, equity, diversity, and inclusion throughout our organization. This commitment extends not only to an inclusive hiring and recruitment practice, but also to the policies, processes, and procedures that our staff, families, mentors, donors, and community partners rely upon to create connections within the Triangle communities we serve. The Enrollment & Match Support Specialist will embrace, reflect, and advocate for this commitment.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)**

Ensure 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, and their families.

The Program Specialist will participate with school, corporate partner liaisons, and program leadership to develop and implement volunteer and Little recruitment strategies.

The Program Specialist will work with school and corporate partner liaisons to assure seamless, comprehensive, and timely service for each youth, family and volunteer served. Participate in meetings with the school and corporate partner to coordinate program logistics, share program plans, acquire feedback, etc.

Conduct volunteer and client assessments/reassessments. Identify and eliminate any barriers interfering with the completion of the enrollment process. Review all enrollment information and assessments and make recommendations for participation in the program based on this information. Assess and apply factors contributing to successful match. Determine Beyond School Walls matches and facilitate match meetings. Accommodate volunteer and family schedules.

Effectively align volunteer interests and qualifications with service options of agency. High degree of collaboration with other service delivery staff to ensure smooth transition among functions.

Maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.

Facilitate twice-monthly program sessions for matches at each corporate partner or school site in accordance with BBBST's Beyond School Walls curriculum.

The Program Specialist will identify organizational issues and make recommendations on program enhancements for efficiency and improved customer service for Site-based Programs.



Participate in preparation, execution, and promotion of agency wide fundraising events (including but not limited to: Bowl for Kids' Sake & Big Night Ball)

Willingness to be cross trained in all program roles to assist when needed. Other duties as assigned.

## **QUALIFICATIONS**

### **REQUIRED**

- Minimum of a bachelor's degree in social services, human resources, or related field.
- Proficiency in Microsoft Office; including Word, Outlook, and Excel.
- Oral and written communication skills reflect solid customer service.
- Excellent attention to detail and relational assessment skill.
- Ability to relate well to multicultural environments and populations.
- Ability to effectively collaborate with corporate, school, and other community partners.
- Ability to focus on details and manage time effectively.
- Ability to collect meaningful data and draw solid conclusions.
- High-level interviewing, critical thinking, and organizational skills.
- Applicants must be able to reliably commute to the BBBST office located in Morrisville, NC.

### **PREFERRED**

- Practice active and attentive listening skills to verify understanding.
- Demonstrate good and ethical judgment in routine, day-to-day decisions.
- Able to build strong working relationships with internal and external customers.
- Gather appropriate data and diagnose a situation before taking action.
- Align your own work objectives with the organization's strategic plan or objectives.
- Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles.

## **Equal Employment Opportunity**

It is the policy of Big Brothers Big Sisters of the Triangle to provide equal employment opportunities to all candidates and all employees without regard to race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; genetic information; disability; citizenship status; military status; veteran status; or any other category protected by law.

## **Americans with Disabilities Act**

Employees must be able to perform all essential job functions, with or without reasonable accommodation.

## **TO APPLY**

Email a cover letter, resume, and contact for 3 references as one pdf or word document to [careers@bbbstri.org](mailto:careers@bbbstri.org); with "Program Specialist" as the email's title.



- Incomplete submissions and/or submissions that do not follow directions outlined above will not be considered.
- Due to the volume of applications, calls and additional inquiries about this position unfortunately are not able to be returned.

## **TIMELINE/PROCESS**

Applications will be reviewed and processed on a rolling basis with preference given to applications received by **June 23, 2023**.

The hiring process typically entails the following steps, with the assumption that the candidate meets the criteria for moving forward to the next step:

1. Review of application materials: *Only applicants who meet all required qualifications & follow application directions will be considered.*
2. **(15 minutes)** Phone interview
3. **(1.5 hour)** First In Person/Video interview
4. **(45 minutes)** Final In Person/Video Interview
5. Reference & background checks
6. Verbal offer extended
7. Written offer extended

## **ADDITIONAL BENEFIT INFORMATION**

In addition to the salary for this full-time, non-exempt position, BBBST offers a comprehensive benefits package for full-time employees. This is an office-based position, in Morrisville, with occasional remote work opportunities and some local travel required.

Job Type: Full-time

Benefits:

- Dental insurance
- Health insurance
- Vision insurance
- 11 Paid holidays + 1 floating holiday of the employees choosing
- Paid vacation, sick, and personal time. Vacation time increases with years of service.
- Highly collaborative & mission driven team

Additional Benefits as applicable based on job classification and budget:

- Retirement plans
- Long & Short-term disability
- Unemployment compensation
- Worker compensation
- Professional Development funds
- Flex time & comp time policies
- Bereavement, Parental, medical, and military leave policies



*\*Eligibility for these benefits is dependent on a variety of factors, as such these benefits are not guaranteed. Applicants who are offered employment will be informed of the additional benefit programs for which they are eligible. Benefits are provided based on the budget, which can change annually.*