



JOB DESCRIPTION

Position Title <p style="text-align: center;">Program Specialist</p>	Overtime/FSLA Classification: <p style="text-align: center;">___ Exempt _x_ Non-Exempt</p>
Department: <p style="text-align: center;">_x_ Programs ___ Development/Marketing ___ Finance ___ Administration</p>	Location: BBBS Miami <p style="text-align: center;">550 NW 42nd Avenue Miami, FL 33126</p>
Reports To: <p style="text-align: center;">Mentoring Director or Mentoring Manager</p>	Number of People Supervised: <p style="text-align: center;">0</p>

HIRING COMPANY DESCRIPTION

Big Brothers Big Sisters (BBBS) of Miami is an award-winning* innovative organization that ignites the potential within each and every child and advocates for them to explore the endless possibilities of what they can accomplish. Since 1958, BBBS of Miami has been South Florida’s premier mentoring organization, defending the potential of future leaders in the community by matching at-risk youth (Littles) with committed adult mentors (Bigs). These relationships – strategically matched based on Littles’ needs and Bigs’ backgrounds and skills, as well as common interests, aspirations, and personalities – empower Littles to achieve their full potential and become productive members of the community. BBBS Miami has been recognized as an “evidence-based model” of mentoring by the Office of Juvenile Justice & Delinquency Prevention.

***Awards and Recognition in past five years:** BBBS of America Pinnacle Award (2019), BBBS of America Gold Standard (2019 2018), Take Stock in Children of Florida Gold Standard (2019, 2018), BBBS of America Quality Achievement Award (2017, 2016). Mentoring & Community Empowerment Award (100 Black Men of America, Inc.); NOVO Award for Program Innovation: School to Work Program (Greater Miami Chamber of Commerce).

HIRING COMPANY VISION

All youth achieve their full potential.

HIRING COMPANY MISSION

Create and support one-on-one mentoring relationships that ignite the power and promise of youth



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POSITION PURPOSE

This position is responsible for providing high-level customer service throughout the effective implementation of the volunteer, child enrollment, and match support process in accordance with the Big Brother Big Sisters' brand of excellence, whether in-person or virtual.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Conduct volunteer and youth enrollment including orientations, interviews, and completion of any other aspect of the enrollment process whether in-person or virtual. Effectively align interests and qualifications with service options of agency.

Provide quality and timely match support by contacting volunteers, parents and children according to agency standards, to provide on-going case and risk management and to keep the match active long-term. Refer families or youth for alternative or additional services as needed.

Ensure high-level proficiency in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function, whether in-person or virtual. Identify child safety issues for volunteers, children, and their families.

Whether in person or virtual, assist as needed with "frontloading" outreach at community events; with schools and other community based organizations.

Follow agency timelines, policies and procedures to ensure functional excellence and first class customer service.

Determine matches and facilitate match meetings in accordance with volunteer and family schedules (evenings and/or Saturdays as needed), whether in-person or virtual.

Maintain accurate paperwork for each match according to BBBS and agency standards.

Discuss Group Engagement & Mentoring (GEM) programming and BBBS Continuing Education opportunities as part of the ongoing case management process.

As needed, plan and lead site based visits whether in-person or virtual.

Must be available to work on location at the building, remotely or at a designated location, following all guidelines for hybrid and telecommuting.

Collaborate with other service delivery staff to ensure smooth transition among functions.

Perform all other duties as assigned, whether in-person or virtual.



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Reliable transportation is required to travel to local communities and neighborhoods. Some evening/weekend hours required.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

Staffing fundraising events (evening/weekends)

Staffing Impact Activities as needed (evening/weekends)

Education Level: (minimum & preferred educational requirements necessary to perform this job successfully)

- High School Diploma
- Post-Secondary (some college, Associate degree)
- Bachelors
- Graduate Degree

Bilingual in Spanish and/or Creole is required and/or a plus.

Related Experience (minimum & preferred related work experience necessary perform this job successfully)

Routine office environment with flexible work hours to meet customer needs. Reliable transportation is required to travel to local communities and neighborhoods, Some evening/Saturday hours required.

TRAVEL REQUIREMENTS (LIST AS A % OF TOTAL WORK TIME)	<5%
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WORK ENVIRONMENT/PHYSICAL REQUIREMENTS (Describe any specific workplace conditions and/or physical abilities that are related to and/or required by this job)

Routine office environment with flexible work hours to meet customer needs.

Physical Demand	DESCRIPTION
Stationary Position	Must be able to remain in a stationary position at least 50% of the time
Traverse	Must be able to move about the inside of the office
Communicate	Must be able to exchange accurate communication



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Operate	Must be able to operate office productivity machinery (i.e. computer, copier, etc.)
Lift	Must be able to lift office equipment up to 25 pounds

Equal Employment Opportunity

BBBS of Miami provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability, or any other federal, state or local protected class.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Commitment to Diversity, Equity and Inclusion

BBBS of Miami values diversity and inclusiveness in the workplace, including with respect to the Agency Board, staff, and volunteers. The Agency has set a goal to build a diverse, high-performing workforce based on the Agency's core values and has set forth a set of written commitments, outlined in the Personnel Policy Handbook, in accordance with this goal.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS of Miami may change the specific job duties with or without prior notice based on the needs of the organization.

Background Clearance

BBBS of Miami, mandatory complete FDLE background clearance on all employees pre-employment and tri-annually thereafter. The Agency adheres to all applicable Federal, State and Local Laws regulating the use of backgrounds for the purpose of employment, along with the Standards of Big Brothers Big Sisters of America.

Drug-Free Workplace

Big Brothers Big Sisters is committed to being a drug-free employer. Although some State/Local Laws permit the use and possession of marijuana for both medical purposes and recreational use, Federal Law does not. Where the State Law and Federal Law differs, Big Brothers Big Sisters of Miami will typically comply with Federal Law and that is our position regarding marijuana. Following Federal Law, in the absence of State/Local Law to the contrary, Big Brothers Big Sister of Miami considers marijuana to be an illegal drug for the purposes of our policies. Therefore, the legalization of marijuana does not affect Big Brothers Big Sisters of Miami rights to enforce our drug and alcohol policies, including our drug testing policies. Testing positive for marijuana may result in disciplinary action, up to and including termination of your employment.



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Disclaimer

This job description has been designed to indicate the general nature and level of work performed by employees within this classification; it is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

ACKNOWLEDGEMENTS	
Creation Date: February 2021	Revision Date:
Supervisor: I have approved this job description and reviewed with my employee	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date: