



JOB DESCRIPTION

Position Title <p style="text-align: center;">College Success Coach (100% Direct Student Service)</p>	Overtime/FSLA Classification: <p style="text-align: center;">___ Exempt __X_ Non-Exempt ___ Contractors</p>
Department: <p style="text-align: center;">_x_ Programs (Take Stock in Children) ___ Development/Marketing ___ Finance ___ Administration ___ Executive</p>	Location: BBBS Miami <p style="text-align: center;">550 NW 42nd Avenue Miami, FL 33126</p>
Reports To: <p style="text-align: center;">Director of Mentoring & Continuing Education</p>	Number of People Supervised: <p style="text-align: center;">0</p>

ORGANIZATION DESCRIPTION

Big Brothers Big Sisters (BBBS) of Miami is an award-winning, innovative organization that ignites the potential within each 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, preparing future leaders in the community by matching youth (Littles) with committed adult mentors (Bigs). These relationships empower Littles to become productive members of the community. BBBS Miami has been recognized as an “evidenced-based model” of mentoring by the Office of Juvenile Justice & Delinquency Prevention and a respected legacy organization in South Florida.

***Awards and Recognition:** BBBS of America Pinnacle Award (2021, 2020, 2019), BBBS of America Gold Standard (2020, 2019, 2018), Take Stock in Children of Florida, Gold Luminary (2021) and Gold Award (2020, 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 (2010 Greater Miami Chamber of Commerce)

ORGANIZATION VISION

All youth achieve their full potential.

ORGANIZATION MISSION

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

POSITION PURPOSE

(What is the overall role this position will have in the agency?)

The College Success Coach will provide direct services to students focused on building college and career readiness through individualized student support, workshops, and assistance to students and families during the college preparation and application process as well as the transition from high school.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Daily Activities, in priority order)

The College Success Coach will:

- Manage a caseload of TSIC Bigs and Little's with the ultimate goal of strengthening the Match.
- Assist students with all aspects of college readiness and preparation.
- Plan and execute college readiness workshops.
- Support the development of study skills.
- Facilitate student preparation for taking the SAT/ACT.
- Assist students with completing college applications and the FAFSA.
- Identify potential problems and intervene when necessary to ensure student success, including direct intervention with students and/or parents, mentors, school employees (guidance counselors, teachers), etc.
- Track and report student compliance with Take Stock in Children program requirements including academic performance, attendance, and behavior.
- Communicate with mentors to ensure successful service delivery and collaborate to address issues as they arise.
- Document student success plans, progress, and mentor activities.
- Assist with planning Take Stock in Children activities and events and attend them when required.
- Collaborate with School Coordinators, college staff, and other education personnel for student success.

Ensure that all mentors are matched with students in a timely manner and that sessions are conducted on a site-based facilitated environment. Minimum of

- Collect and report mentor sessions. (TSIC Little's must average 15 mentoring session each school year)
- Ensure that potential mentors participate in a background check in a timely manner as required by state law.
- Offer comprehensive mentor training that defines roles and responsibilities; clarifies Take Stock in Children mentoring guidelines and expectations; and provides tools and suggested activities.
- Execute communication strategies to recruit volunteer mentors.
- Communicate regularly with all mentors by phone, email, mailing, surveys, newsletters, flyers, etc.
- Collect, document and report data on key performance indicators, including student data, in the areas of mentor recruitment, participation, application processing, screening, training, matching, and session frequency, as well as college and career readiness.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

Support Agency staff on any activities needed to achieve the vision of Big Brothers Big Sisters of Miami.

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

- Postsecondary degree required.
- Passion for helping break the cycle of poverty through higher education.
- Ability to build supportive relationships with at-risk youth.
- Strong communication skills and a professional demeanor with students, parents, mentors, and staff, both in person and over the phone.
- Embody a strong connection to Take Stock in Children's mission and value along with a desire to serve and work with diverse populations, especially disadvantaged youth.
- Ability to attend functions in the evening and on weekends as required.
- Have access to adequate transportation to attend off-site meetings and functions on a regular basis

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

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

Completed a successful working experience in the human service field or in the corporate sector with a strong operations background with a minimum of ten years' experience.

1. An adequate knowledge of Human services, philosophy, principles and methods, and an ability to use this knowledge effectively in social service environment.
2. An ability to establish positive staff and professional relationships.
3. Administrative, organizational and leadership ability.

**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
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

TRAVEL REQUIREMENTS (LIST AS A % OF TOTAL WORK TIME)

5%

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 employee's 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.

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.

JOB DESCRIPTION

ACKNOWLEDGEMENTS	
Creation Date: 8/2022	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: