

**JOB TITLE:** Mentoring Program Coordinator  
**DEPARTMENT:** Program  
**REPORTS TO:** Vice President of Programs  
**LOCATION:** Marquette County (Ishpeming Office)  
**FLSA STATUS:** Non-Exempt (Full-Time OR Part-Time)

**Last Reviewed: January 2024**

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**Our Vision:** All youth achieve their full potential.  
**Our Mission:** Create & support one-to-one mentoring relationships that ignite the power and promise of youth.

Big Brothers Big Sisters of the Central Upper Peninsula (BBBSCUP) was founded in 1969. Operating as an independent 501(c)(3) with its own local Board of Directors, BBBSCUP serves Marquette, Alger, Luce, Delta, Dickinson, and Menominee Counties.

We want people of all backgrounds to see themselves represented and included in our work. We actively seek to diversify our team and bring more voices to the table. Each of our team members bring unique perspectives and skills and we are committed to building a culture where voices are heard, differences are celebrated, and everyone can do meaningful work. We are committed to creating and cultivating a safe environment where all individuals feel respected and valued equally. ***We are bigger and better together!***

*Each employee at Big Brothers Big Sisters of the Central Upper Peninsula helps to extend the mission of the agency in particular ways as outlined in the position description. The essential functions of the position include but are not limited to the following.*

**ESSENTIAL FUNCTIONS, RESPONSIBILITIES, & ACCOUNTABILITIES:**

- Follow Big Brothers Big Sisters of America Standards and Service Delivery Model for all program steps.
- Big & Little recruitment for both Community-Based and School/Site-Based Programs.
- Conduct intake & enrollments for all volunteers and clients, including interviews and ensuring all other paperwork is collected in an accurate and timely manner.
- Maintain documentation to assure accountability, effectiveness, and efficiency.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Ensure high-level proficiency in using child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Oversee matching process, supervision, and closure for all participants.
- Prepare & administer training for Bigs, Littles, and Parents/Guardians.
- Coordinate & oversee program activities, always ensuring child safety.
- Continually assess match relationships focusing on child safety, match relationship development, positive youth development and volunteer satisfaction. Match support is provided on a frequency according to Big Brothers Big Sisters of America (BBBS) standards at a minimum.
- Effectively use active and attentive listening to confirm understanding; coach others using reflective questioning; personalize communication content and delivery to fit different perspectives, backgrounds, or styles of audience; document information about matches clearly and concisely to keep records accurate and up to date.
- Collaborate with other program team members to coordinate efforts as needed.
- Available on evenings and weekends to support program activities and events.
- Other as assigned.

**JOB QUALIFICATIONS:**

Must have a high school diploma/GED equivalent and meet **ONE** of the following criteria:

- A documented bachelor's degree, from an accredited college or university; a degree in social services, human services, or related field. Candidates can be within six months of degree completion.
- A documented associate degree or two years of higher education experience AND two years of relevant work experience in related fields such as social work, counseling, social services, child development, etc.
- Four years of relevant work experience in related fields, such as social work, counseling, social services, child development, teaching, etc.

**OTHER QUALIFICATIONS, SKILLS, AND ABILITIES:**

- Access to reliable vehicle, valid driver's license, and vehicle insurance required.
- Strong technology skills required (MS Word, Excel, PowerPoint, Zoom, Canva, social media sites, etc.)
- Available to work occasional nights & weekends.
- Good written, verbal, organizational, and time-management skills.
- Exhibit an inclusive, asset-based customer service and growth mindset, deep intellectual curiosity, cultural humility and competence, and innovative.
- Present creative problem solving and confidence. Show a collaborative spirit.
- Possess a positive attitude toward self and others and can work independently, work under stress, and deal with people in a variety of situations.
- Understanding of confidentiality and ability to maintain strict confidentiality of sensitive information required.
- Lived experience consonant with our service population preferred.

**PHYSICAL DEMANDS/WORK ENVIRONMENT:**

*Reasonable accommodations may be made to enable individuals with disabilities to perform functions.*

- Routine office environment – must be able to work proficiently with computers and other office equipment (printer/copier, phone, email, etc.).
- Frequent independent travel – We serve the entire Central UP (Marquette, Alger, Delta, Dickinson, and Luce Counties).
- Phone time – Approximately 40% of work will be spent on the phone contacting volunteers, parents/guardians, and youth.
- Employee is occasionally required to stand, walk, and sit for long periods of time.

**WHAT TO EXPECT:**

- \$18-\$30 per hour dependent on experience and hours
- Number of hours is negotiable
- In-Person
- Benefits:
  - Mileage reimbursement
  - Generous vacation, sick, and holiday leave dependent on work experience.
  - Dental and Vision Insurance after 90-day review (Full-time only)
  - Simple IRA after one year of employment with 3% company match (Full-time only)

## **HOW TO APPLY**

To apply, email a resume and cover letter to [jayne@bbbsmqt.org](mailto:jayne@bbbsmqt.org)

In your cover letter, please describe as specifically as you can how your experience, interests, and values are fit with Big Brothers Big Sisters of the Central Upper Peninsula's vision. Communications will be treated in confidence and resumes will be accepted until the position is filled. All interviews will be completed in-person.

Questions regarding this opportunity are welcome and can be directed to Jayne Letts, Executive Director, at [jayne@bbbsmqt.org](mailto:jayne@bbbsmqt.org)

Employment with Big Brothers Big Sisters of the Central Upper Peninsula is "at will", meaning that either the employee or BBBS of the Central Upper Peninsula may end the employment relationship at any time with or without cause.

### *Equal Employment Opportunity*

BBBS of the Central Upper Peninsula is committed to the principle of equal employment opportunity for all qualified individuals. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate.

### *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.