



Big Brothers Big Sisters Columbia Northwest Workplace Mentoring Director

Job Type: Full-time

Salary: \$60,000 – \$75,000 per year

Reports to: Chief Program Officer

BBBSCNW believes that diversity, equity, and inclusion among our colleagues is critical to our success as a social change organization and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool. Our goal is to be a workforce that is representative of the communities we serve.

Workplace Mentoring Director will lead and manage a team of direct reports to ignite potential in youth through direct facilitation and oversight of Workplace Mentoring programs. As a people leader, this individual will offer direction, foster accountability, and ensure program quality and delivery with a focus on youth development and volunteer engagement.

To be successful in this role, the Workplace Mentoring Director will be able to engage with a variety of stakeholders and audiences and have experience with programs focused on mentoring employee engagement, and post-secondary success. The ideal candidate will be skilled at stakeholder management, adaptable to changing environments, and be able to leverage strong situational judgment and emotional intelligence to manage people and program towards success. Additionally, the candidate should be able to exude a spirit of customer service, demonstrate superb organizational skills, and take pride in their ability to bring clarity to ambiguous or complex situations. This person must demonstrate a strong belief in the power of mentoring to ignite youth potential toward their biggest possible futures.

JOB RESPONSIBILITIES:

- Work with Chief Development Officer to build workplace partnerships.
- Work with Chief Program Officer to develop workplace mentoring program plans, curriculum and training materials for elementary, middle, and high school programs.
- Directly manage 3 – 5 Workplace Specialists toward successful match support, achievement of program goals, and program participant retention: Provide people management and leadership to align with role expectations including QA, accountability, exceptional program delivery, and management to ensure the professional development of direct reports and a best in the class volunteer experience.
- Facilitate up to 2 Workplace Mentoring Programs providing case management support to youth (Littles) and their volunteer mentors (Bigs).
- Collaborate with Enrollment & Matching Program Manager for enrollment intake, reviews, and approval for new youth enrolling in the program. Ensure accurate assessment of readiness through a biopsychosocial intake interview process; onboard new Littles and Bigs to program.
- Establish new match relationships as needed across programs; offer oversight of the matching process to direct reports.
- Align with BBBBSA standards for program management in supervision of direct reports and maintain accountability to BBBSCNW intake processes, protocols, and program curriculum and delivery.
- Proactively ensure a 93% match support completion rate with matches for direct report's caseloads via phone, email, or in-person meeting; provide coaching where appropriate
- Contribute to planning, program development, and partnership development in the implementation of all strategic initiatives.

- As appropriate and in partnership with corporate engagement colleagues, oversee the planning and delivery of events designed to increase access to programming for enrolled youth.
- Monitor program progress and maintain participant records in accordance with our corporate partner's contractual requirements. Additionally, support leadership in the development of collection and reporting systems.
- Create and maintain a network of partners and organizations as related to academic support, social-emotional development, and other referral partners to support wraparound services for Littles.
- Serve as a representative of the Workplace Mentoring leadership team.
- Lead evaluation and program improvements for Workplace Mentoring.
- Other duties as assigned.

JOB REQUIREMENTS:

- Passion for the mission and values of BBBS; alignment with the organization's values.
- 4+ years' experience in direct service, youth development programs with increasing responsibilities; knowledge of child safety and mandated reporter protocols.
- 3 – 5 years of direct supervisory experience; understanding of professional development framework and how to effectively manage early career professionals.
- Experience developing and managing relationships with youth; Demonstrated experience managing corporate partnerships.
- Relevant experience working with BIPOC (Black, Indigenous, and People of Color) communities.
- Knowledge and demonstrated experience with intake processes, and case management skills; Experience with conducting psycho-social interviews, a plus.
- Documented Experience with child safety and mandatory reporting protocols, alignment with an asset-based approach to supporting young people and volunteers
- Proficient in MS Office: Word, Excel, & Outlook; Experience using Salesforce.
- The candidate may demonstrate lived experience engaging BIPOC communities in work that is highly relevant to this position in lieu of other credentials.
- Evenings and weekend work required as needed.

Equal Opportunity Employer:

At Big Brothers Big Sisters Columbia Northwest (BBBSCNW), we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and colleagues without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, military and veteran status, and any other characteristic protected by applicable law.

BBBSCNW is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

TO APPLY:

Please email cover letter and resume to carolina.adrianzen@bbbsnorthwest.org with "Director of Workplace Mentoring" in the subject line.