



Program Specialist

Department: Program – Community Based

Reports to: Program Director

Overview:

Big Brothers Big Sisters Columbia Northwest (BBBSCNW) creates and supports 1:1 mentoring relationships (matches) that ignite the power and promise of youth, with the vision that all youth reach their full potential. 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.

We are currently hiring a Full Time Program Specialist with a preference to someone who is Bilingual in English and Spanish. This colleague will enroll, match, and provide ongoing support to all participants on their caseload, who have a large range of cultural and ethnic backgrounds, gender identities, and beliefs.

Program Specialists screen and match participants through effective implementation of the BBBSA processes and support a caseload of matches; adult volunteers (Big/Mentor), youth (Little/Mentee) ages 6 through 18+, and their parent or guardian. The Specialist is responsible for regular connection and documentation with all participants of their caseload to ensure child safety, positive impacts for youth, constructive and satisfying relationships between mentees and mentors, between parents/guardians and mentors, and a strong sense of affiliation with BBBSCNW. This position will produce positive outcomes in the following areas: participant processing time, match retention rate, average match length, volunteer rematch rate, match closure rate, and participant satisfaction.

Position Responsibilities:

- Enroll participants including guardians, youth, and volunteers. Process includes interviews, youth safety education and other intake procedures (references, background checks, assessments, surveys)
- Assist with planning and facilitation of volunteer pre-match training
- Provide timely and comprehensive recommendations for participation in the program based upon individual assessments
- Conduct presentation calls and upon approval, facilitate Introduction Meetings in accordance with volunteer and family schedules

- Build and cultivate relationships with a caseload of up to 55 mentoring pairs over the phone, in person, via email, and otherwise, with a focus on child safety, match relationship development, positive youth development and participant satisfaction.
- Work with your team to assess and provide individual coaching and training needs, information, referrals, and other support needs of participants as needed.
- Maintain accurate, real-time, updates to documentation in our Salesforce Database for all communication with your caseload
- Maintain a minimum goal of 90% compliance for on-time monthly contacts and case notes completion in database.
- Conduct scheduled participant surveys on time and maintain or exceed minimum goal of 80% completion rate.
- Maintain accurate records according to national and local standards, our proprietary service delivery model and program manual.
- Provide a high-level of customer service for participants at every stage of their involvement with the agency that prioritizes youth safety.
- Communicate and collaborate with internal departments, clients, and external stakeholders.
- Attend and engage in agency events and match activities throughout the year.
- The position is full-time, 40 hours per week, hybrid in-office and remote work. The schedule has variable requirements, which will include days in the office, evening and weekend work, and some local travel to meet the needs of our clients and families.
 - Remote work requires a quiet, confidential space with reliable internet
 - Position requires availability and flexibility, including an average of two evenings a week and one weekend per month.
 - match activities/anniversaries, Bigs Night Outs, volunteer trainings, fundraising and agency events
- Comfortable working in a dynamic team environment and collaboratively contributing to tasks beyond core responsibilities.

What we look for:

- Demonstrated success working with LGBTQ & BIPOC communities and ability to relate well in intercultural environments.
- Bachelor's degree in a social services or humanities related field preferred, or four years of work in a relevant position.
- Fluent Bilingual (English/Spanish) abilities, verbal and written, preferred and reflected in salary.
- Positive relationship development experience with child and adult populations, including an understanding of child development and family dynamics, as well as familiarity with topics such as ACEs and trauma informed care, and interpersonal communication is a plus.
- Background in case management with a focus on timely, well-organized documentation and effective case handling.
- Demonstrated ability to coach and support individuals while remaining receptive to feedback, with strong interpersonal skills to conduct interviews and maintain meaningful participant relationships.
- Demonstrated strong communication skills across platforms (phone, email, virtual, in-person) that result in high quality participant relationships
- Experience with navigating sensitive conversations with program participants
- Experience personalizing communication, content, and delivery to fit different perspectives, backgrounds, styles, and cross-cultural environments

- Strong time management skills; experience effectively prioritizing tasks and managing deadlines within a project management framework, ensuring that project milestones are met on time and within scope, using our Salesforce database and Microsoft platform.
- Ability to work effectively independently, and within a team.
- Ability to maintain confidentiality throughout daily operations.
- Ability to engage with participants and the diverse communities we serve and partner with.
- Must have viable transportation, valid driver license with current auto insurance preferred to meet job responsibilities such as home visits, agency events and match activities.
- The candidate selected for this position must pass a background check with fingerprinting.
- Comfortable with high performance agency and program standards.
- Proficiency in technical areas such as Microsoft Office Suite. Salesforce experience a plus.
- *The candidate may demonstrate lived experience engaging BIPOC, immigrant, LGBTQ+, or other marginalized communities in work that is highly relevant to this position in lieu of other credentials.*

What we offer:

- Approved hybrid work schedule
- Annual Pay \$44,000 - \$47,000 per year Non-Exempt
- 100% employer-covered Medical, Dental, Vision and Life Insurance for employee
- Generous Paid Time Off and holiday schedule

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Contents may be subject to change at any time to meet the needs of the organization.

Interested? Apply now!

Please email resume and cover letter to HR@bbbsnorthwest.org. Due to the high volume of responses anticipated, we will only respond to candidates who are under consideration. No phone calls, please. BBBSCNW is an EEO employer. For more information about us, please visit: <https://itsbigtime.org/>. We can't wait to meet you!

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.