



Program Specialist

Full-Time, 35 hours/week

Who we are:

Big Brothers Big Sisters Greater Fredericksburg (BBBS) has a mission to create and support one-to-one mentoring relationships that ignite the power and promise of youth. Our vision is that all youth achieve their full potential. Research confirms that reliable, one-to-one adult mentoring helps children build the resilience needed to navigate life's challenges. Our service area includes the City of Fredericksburg, and the Counties of Stafford, Spotsylvania, King George, and Caroline.

Duties & Responsibilities:

- Enroll children and volunteer mentors in the program: conduct orientations, background screenings, reference checks, assessments, and interviews.
- Conduct in-person match introductions between the family and volunteer mentors to help facilitate early relationship development.
- Coordinate site-based mentoring programs and work with the site and program staff on successful implementation.
- Manage a caseload of volunteer adults and youth who have been paired in a mentoring relationship. Provide regularly scheduled support for matches to ensure child safety and to maintain constructive mentorships.
- Utilize a database and various forms of technology to communicate and document workflow and interactions with program participants.
- Assist in planning and facilitating group activities.
- Support volunteer recruitment efforts by conducting outreach, preparing and making presentations, and following up with contacts.
- Collaborate with the marketing team to provide match stories to share the program impact through storytelling.
- Effectively collaborate with other staff members to achieve the mission.

A successful candidate will have:

- Experience interviewing and assessing children and adults. A proven track record in supporting children and families in a case management role.
- Experience and confidence navigating online database systems (such as Salesforce) for data management.
- Proficiency in Microsoft programs (Word, Excel, PowerPoint).
- Excellent written and verbal communication skills in-person, by telephone, and through email.
- A passion for connecting with people—building rapport quickly and compassionately.
- Strong knowledge of trauma informed approach to care.



- Keen attention to detail and analytical skills.
- Effective planning and time management skills to execute multiple tasks simultaneously. Willingness to learn.
- Ability to work both independently and collaboratively in a fast-paced team environment.
- Ability to work the hours of scheduled programs, occasional weekends, and 3-5 evenings per month.

Qualifications:

- Bachelor's Degree and 1-3 years of experience in Human/Social Services, Education, or related field.
- Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics.
- Valid US driver's license, legally insured vehicle, and ability and willingness to travel locally.
- Must be able to lift up to 20 pounds.
- Bilingual in English and Spanish is a plus.

Work environment:

- Values diversity, equity, and inclusion in the workplace and through our mission.
- Position requires in-person work in the office and at program locations Tuesday through Thursday.
- Position requires at least 3-5 days of availability per month to work until 7pm in order to accommodate availability of people we serve (volunteers, children, and families) and job responsibilities (match activities).
- Weekend work is sometimes needed for special events.
- Some remote work available.
- Flexible and caring work environment.
- Professional development opportunities.

Compensation & Benefits

- Salary \$32,760/year at 35 hours a week.
- Generous paid holiday time off, including Christmas Eve through New Year's Day.
- Paid time off accrued each pay period and increases with length of service.
- Retirement contribution of 4% of salary.
- Life and Long-term Disability Insurance.
- Mileage reimbursement for travel to/from mentoring program locations.

Please submit your cover letter and resume via email to Sandra Erickson, Executive Director, info@bbbsfred.org. Deadline to apply is August 11, 2024.

Big Brothers Big Sisters is an Equal Opportunity Employer.