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**JOB TITLE:** Program Specialist, Site Based Facilitated (Sports Buddies)

**REPORTS TO:** Site Based Facilitated Manager

**SUPERVISORY RESPONSIBILITY:** No

**FLSA STATUS:** Non-Exempt

**LOCATION:** Hybrid with in-office requirement in Nashville, TN

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## **BIGGER AND BETTER TOGETHER**

### **About Us**

For over 50 years, Big Brothers Big Sisters of Middle Tennessee has served young people in the Middle TN region. Our work supports our belief that every child has the ability to succeed and thrive in life. Big Brothers Big Sisters makes meaningful, monitored matches between adult volunteers (Bigs) and youth (Littles). Through our commitment to quality, innovation, and the passion we have for our work, we develop and sustain positive, life-changing relationships that have a direct and lasting impact on the lives of our youth and the adults who mentor them.

Our **Mission** is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. As noted by our **Vision**, we are driven by a future in which all youth achieve their full potential.

### **WE ARE AN AGENCY THAT CELEBRATES DIFFERENCES**

We show each other dignity through our partnerships, decisions, and language. We intentionally engage, represent, and partner with our diverse communities. We demonstrate our values by learning together with staff, board, volunteers, youth, families, and investors to think and act with sensitivity and intentionality. Driven by the voice of our stakeholders, our agency develops responsive and respectful programming and builds strategic and thoughtful alliances. We want people of all backgrounds to see themselves represented and included in our work, so we actively seek to diversify our team and bring more voices to the table.

### **WE PRIORITIZE THE WELL-BEING AND PROFESSIONAL GROWTH OF OUR TEAM**

We know that teams perform at their highest when they feel supported and that they belong. Each of our team members brings unique perspectives and skills, and we are committed to building a culture where voices are heard, differences are celebrated, and everyone has the opportunity to do meaningful work. At Big Brothers Big Sisters of Middle TN, you will be inspired by talented, passionate colleagues who will motivate you to do *and be* your best. We have built an environment focused on meaningful and supportive relationships. We see our team as more than just employees – we know and respect them as people.

We are honored to have been selected as one of the ***Nonprofit Time's Best Nonprofits To Work For*** in 2024 and named a ***2024 Inclusive Workplace*** by the Best Companies Group and COLOR Magazine. We are bigger and better together!

## About the Role

*Each employee at Big Brothers Big Sisters of Middle Tennessee helps extend the agency's mission in particular ways, as outlined in the position description. The essential functions of the position include but are not limited to the following:*

Big Brothers Big Sisters seeks a Program Specialist who will thrive in a growing organization that is dedicated to positively impacting more youth through high quality, 1-to-1 mentoring. This position will connect children with positive adult mentors that can help empower and inspire youth to reach their full, inherent potential, especially youth of color who are disproportionately impacted by systemic barriers.

This staff member will be primarily responsible for enrolling, introducing, and supporting a caseload of matches in our Sports Buddies program. The Sports Buddies program focuses on developing one-to-one mentoring relationships through participatory and spectator sporting events. This person will also assist with facilitating weekly match activities for these matches. Position oversight will include quality program delivery as defined by BBBSA national standards, maintaining and enhancing relationships, and a focus on ensuring that families and volunteers matched in the program have a safe, beneficial and positive experience. As Sports Buddies is part of the "Site Based Facilitated" program, this person will also have assignments and tasks for the E-Mentoring program. The E-Mentoring program strives to help high school students develop personal, academic, and career skills. E-Mentoring support may include many of the same duties as Sports Buddies (match support and carrying a caseload of E-Mentoring matches, student and volunteer interviews and assessments) as well as classroom support with our other team members.

### Day to day:

- Assess volunteers, parents and children for appropriate program participation by conducting initial and update interviews of children and volunteers. Obtain collateral material needed for the assessment purposes including criminal background checks, references, school and counseling information.
- Provide timely and comprehensive assessments and recommendations for participation in the program based upon assessments of each individual.
- Make matching decisions that have the potential to result in strong mentor/mentee relationships. Create match proposals and introductions based on assessment information obtained in the intake and assessment processes.
- Maintain an active match support caseload proportionate to enrollment duties, continually assess match relationships focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed and resolved as early as possible. Provide match support on a frequency according to BBBS Standards, at a minimum.
- Assist with facilitation of Parent and Volunteer Orientations as needed.
- Assess and provide for individual training needs, information and support needs for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer
- Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children, and their families.
- Attend and assist with the facilitation of weekly Saturday activities for matches hosted by BBBS. Engage with mentors and mentees to establish rapport and to encourage relationship-building. Some

examples of activities include attending college and professional sporting events, hiking, skating, kickball, and board/card games.

- Attend and serve as support to the E-Mentoring team as they lead classroom instruction as needed.
- Regularly collaborate with other service delivery staff to ensure smooth transition among functions.
- Maintain documentation to assure accountability, effectiveness, and efficiency.
- Apply the practices and principles attained in your BBBSMT trainings/on-going professional development/coaching to all mentors, mentees, and families.
- Regularly available two evenings per week to support program activities and events, as well as to meet the needs of our families and volunteers.
- Participate in required trainings/on-going professional development in areas that include:
  - Race and Equity
  - LGBTQ Competency and Support Strategies
  - Youth Development Best Practice
  - Trauma Informed Practices

#### **Agency Support Responsibilities:**

- Utilize educational opportunities, including required First Aid and CPR Certification, and related resources to improve agency service
- Promote and maintain cooperative working relationships with partner organizations
- Assume other responsibilities as they arise
- Assist with agency priorities centered on resource development (relationships, resources, tools)
- Support and attend agency functions, both advancement-specific and broader agency events

***Proposed Schedule*** to accommodate the families, youth and volunteers we serve: Tuesday-Saturday work schedule with two evenings per week.

## **About You**

The ideal candidate will thrive in a fast-paced environment, be organized, be able to provide a positive customer experience, be able to multi-task, and have a passion for improving the lives of young people and our underrepresented youth. This team member will be passionate about and able to engage mentors and community partners from diverse communities, especially within communities of color. This position follows a Tuesday through Saturday schedule, with some evening hours required. People from the communities we serve are especially encouraged to apply.

#### **This Job May Be For You...**

- Access to reliable automobile, valid driver's license, auto insurance required
- Ability to work non-traditional schedule (Tuesday – Saturday), with some evening hours required, to accommodate the needs of the community we serve.
- Excellent oral and written communication skills reflecting solid customer service both in-person and via the telephone
- Well-developed writing skills with an understanding of the need for thorough, accurate, complete record keeping, reporting and coordination.
- Strong organizational skills and ability to focus on details.
- Interest and experience in sports.

- Excellent time management skills and able to multi-task and set priorities. Ability to deal effectively with changing job requirements and shifting priorities.
- Understanding of child development and family dynamics
- Understanding of issues/barriers that impact children and families from underserved populations.
- Ability to collect meaningful data and draw solid conclusions
- Proficiency in Microsoft Word, Excel and Outlook
- Ability to work independently exercising good judgment, decision-making and problem-solving skills
- Ability to succeed in a fast-paced environment required
- Understanding of confidentiality and ability to maintain strict confidentiality of sensitive information required
- Bilingual applicants encouraged to apply

### **Qualifications**

Youth-serving experience, especially working with youth of color and/or from marginalized communities, or a Bachelor's degree/college coursework in Social Work or a related field

## **Additional Information**

*Physical demands:* While performing duties of job, employee is occasionally required to stand; walk; sit; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **Benefits**

Because we hire the best people and value our staff, Big Brothers Big Sisters of Middle TN works hard to provide competitive benefits to our team. Our comprehensive benefits package, which helps to support a healthy work/life balance, includes:

- 20 days of paid time off
- 16 paid holidays, including the week between Christmas and New Years
- Health Care Plan (Medical, Dental & Vision) – a generous portion is paid by BBBSMT
- Company Paid Text Care Concierge Medicine, providing our team and family members free 24/7 text communication and care with medical providers
- Domestic Partner Benefits
- Company Paid Life Insurance
- Company Paid Short and Long Term Disability
- Employee Assistance Program
- Immediate enrollment in our 403B - We match 50% of employee contributions up to 6% and staff are vested after 12 months of employment
- Training & development programs
- Opportunities for advancement- we promote from within!
- Monthly cell phone stipend
- Flexible work schedule with a hybrid work environment
- Professional resume, LinkedIn profile, and headshot



### **Americans with Disabilities Act**

Employee must be able to perform all essential job functions, with or without reasonable accommodation.

### **Job Responsibilities**

The above statements reflect the general duties, responsibilities, and competencies necessary to perform the job's essential duties and responsibilities. They should not be regarded as a detailed description of all the work requirements of the position. BBBSMT may change the specific job duties with or without prior notice based on the organization's needs.

**To see more of the impact we are making:** <http://www.mentorakid.org>

If this sounds like the position and organization for you, please submit a cover letter and resume to [careers@mentorakid.org](mailto:careers@mentorakid.org) with "Your Name –Program Specialist, Sports Buddies" in the subject line.

***No phone calls, please. Applicants selected for an interview will be contacted.***

BBBSMT values a diverse workplace and strongly encourages all genders, people of color, LGBTQ individuals, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply. BBBSMT is an equal opportunity employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition or any protected category prohibited by local, state or federal laws.