



JOB TITLE: Site-Based Program Specialist, Match Support and Facilitation Focus

REPORTS TO: Manager of Site-Based Program

SUPERVISORY RESPONSIBILITY: No

FLSA STATUS: Salary, exempt

LOCATION: Hybrid with on-site requirement in Nashville, TN

START DATE: July 15, 2026

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.

WHAT DRIVES US

Our mission is fueled by the values that guide our work every day – relationships, ownership, and evolution. We build strong, trusted relationships that allow us to make a greater impact in our community. We take ownership of our commitments, striving for excellence and continuous improvement. We embrace evolution, approaching challenges with curiosity, optimism, and a solutions-focused mindset. Together, these values shape our culture, drive our success, and ensure we deliver on our vision for the youth we serve.

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

We know 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, relationships are valued, and everyone has the opportunity to do meaningful work. At Big Brothers Big Sisters of Middle TN, you will be inspired by talented, dedicated colleagues who will inspire you to do *and be* your best. We have created an environment centered on meaningful and supportive connections, where team members are seen and respected not just as employees, but as people.

We are honored to have been selected as one of the **Best Company Groups Best Nonprofit Workplaces** in 2024, 2025, and 2026, as well as being 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:

Join our growing Site-Based team and help ignite the power and promise of youth through mentoring. As a Program Specialist, you will provide support and strengthen mentoring relationships between youth and volunteer mentors in our site-based programs. Your coaching and guidance will help empower and inspire youth to reach their full, inherent potential.

Primary responsibilities include providing support to new and existing matches to ensure child safety, positive outcomes for youth, and healthy, satisfying relationships between children and volunteers. You will also provide facilitation for our High School Bigs program, which pairs elementary and middle school-age youth with high school student mentors. This role is ideal for a natural galvanizer who thrives on building relationships and creating momentum around a shared mission.

Key Responsibilities

- Conduct in-person match introductions to help facilitate early relationship development.
- Communicate daily and weekly with partners to support program implementation and youth connection.
- Provide ongoing coaching and solution-focused strategies to help sustain lasting, positive match relationships.
- Maintain up-to-date, accurate, and detailed records in the agency database according to standards.
- Learn and perform enrollment functions and lead recruitment activities as needed.
- Assist with agency priorities, attend events, and participate in professional development training.

Core Accountabilities

- Foster safe, healthy, and impactful mentoring relationships through proactive coaching and regular assessments.
- Deliver high-quality facilitation for the High School Bigs program that engages both youth and mentors.
- Execute thorough enrollment processes and provide comprehensive written assessments for program participation.
- Maintain rigorous documentation and data integrity in Matchforce to ensure program quality and safety.
- Act as a reliable liaison between the agency, school partners, and families to ensure smooth program operations.

Measures of Success

- Matches demonstrate measurable progress in child safety, positive development, and participant satisfaction.
- High School Bigs meetings are well-facilitated, consistent, and supportive of match growth.
- Match documentation and enrollment files are thorough, accurate, and completed within established timelines.
- Database records (Matchforce) reflect real-time coaching and support interactions.

- Site partners and program participants experience clear communication and professional, solution-focused support.
- Matching decisions are informed and lead to strong, lasting mentoring relationships.

Organizational Alignment

- Demonstrate agency values (Relationships, Ownership, Evolution) in your actions, decisions, and interactions
- Assist with agency priorities centered on resource development (relationships, resources, tools)
- Support and attend agency events and initiatives to support the broader BBBSMT mission

Beyond the day-to-day responsibilities of the role, we expect team members to demonstrate a commitment to excellence and consistently reflect our agency's values in how they show up, collaborate, and make decisions.

About You

This Job May Be for You...

- You are an empathetic person with demonstrated success in building relationships.
- You have experience working with youth, especially from communities of color or marginalized backgrounds.
- You understand the systemic barriers impacting underserved youth and are committed to equity and inclusion
- You can connect authentically with people from wide-ranging backgrounds—from urban to rural—and make everyone feel respected.
- You thrive in fast-paced environments, can manage shifting priorities, and possess strong time management skills.
- You are comfortable using digital tools and databases.
- You can relate easily with youth ranging from elementary to High School age.

Additionally, we'd love...

- Working knowledge of Salesforce (Matchforce).
- Previous experience working in schools.

Qualifications

- Bachelor's degree in social work, education, or a related field (or equivalent experience).
- Bilingual in Spanish/English preferred.
- Experience with case management, youth programming, or volunteer coordination is a plus.

Work Environment & Requirements

- This position operates under a hybrid work model, which requires a minimum of three days per week on-site.
- In fiscal year 2026/2027 your on-site time will be primarily split between school sites, largely within Rutherford County, and our Nashville office.
- Occasional travel within our 8-county service area may be required.
- You must have the ability to lift up to 25 lbs to manage and transport various outreach and event materials.
- Because we work around the schedules of students and mentors, this role requires early morning and regular evening availability to effectively meet their needs.

Additional Information

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
- Parental Leave Benefits
- 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 with 3 days on-site (schools, community, office, external meeting space)
- Professional resume, LinkedIn profile, and headshot

Americans with Disabilities Act

We are committed to creating an accessible and inclusive workplace. Consistent with the ADA, we provide reasonable accommodations for individuals with disabilities. If you require accommodations to perform the responsibilities of this role, we encourage you to let us know so we can ensure you have what you need to succeed.

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 with "Your Name – SB Program Specialist" in the subject line.

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



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.