
JOB TITLE: Program Specialist, Community-Based Enrollment

REPORTS TO: Manager of Community-Based

SUPERVISORY RESPONSIBILITY: No

FLSA STATUS: Exempt – Salary

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

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:

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 who 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 is primarily responsible for screening, interviewing, assessing, and matching volunteers, parents & children, but will also be cross-trained to take on other roles and responsibilities dependent on departmental needs throughout the year.

Our 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. Evening and some weekend hours are required. People from the communities we serve are especially encouraged to apply.

Core Accountabilities

- Conduct thorough screening, interviews, and assessments of volunteers, youth, and families to determine program fit
- Make informed matching decisions that lead to strong, lasting mentoring relationships
- Manage intake and enrollment processes, ensuring timely movement through the pipeline
- Maintain accurate, timely documentation in Matchforce to support program quality and safety
- Build strong, culturally responsive relationships with participants and provide ongoing support, resources, and communication
- Contribute to program operations and agency priorities, including cross-functional support, events, and ongoing training

Day to day:

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.

- Assess all volunteers, parents and children for appropriate program participation by conducting initial and update interviews of parents, 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.
- Screen eligibility and conduct intake calls for incoming, prospective families.
- Maintain up-to-date, accurate and detailed documentation and database records according to Big Brothers Big Sisters standards.
- Work schedule includes regular evenings and one Saturday a month to best meet the needs of our families and volunteers.
- Provide program participants with solution focused strategies, resources and training that will help to further support match participants.
- Participate in professional training as provided by the agency and the National office to achieve maximum development of professional skills when required.
- Assist with agency priorities centered on resource development (relationships, resources, tools)
- Support and attend agency functions, both advancement-specific and broader agency events
- Learn and perform other program functions dependent on departmental needs including, but not limited to: conduct parent/volunteer orientations, conduct community-based match presentations, support a small caseload of community-based matches.

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

Measures of Success

- Participants are fully screened and enrolled efficiently, with strong adherence to safety and eligibility standards
- Matching decisions result in high-quality, lasting relationships and positive participant experiences
- Enrollment pipeline moves steadily, with minimal delays and clear communication at each stage
- Documentation is complete, accurate, and completed within established timelines
- Participants report feeling supported, informed, and prepared for the match experience
- Team and program needs are met through flexibility, cross-training, and consistent contribution to shared goals

About You

This Job May Be For You.....

- Youth-serving experience, especially working with youth of color and/or from marginalized communities
- Passion for supporting youth through strengths based strategies
- Understanding of issues/barriers that impact children and families from underserved populations

- Belief in the power of mentoring relationships
- Celebrates diversity
- Ability to work remotely and comfortable utilizing latest technologies.
- Strong time management and organizational skills with the ability to work independently, as well as with a team
- Ability to thrive in a fast paced environment and effectively manage shifting priorities and responsibilities
- Exceptional written and verbal communication skills reflecting outstanding customer service, both in-person and by telephone
- Ability to think critically, effectively provide responsive coaching, and draw solid conclusions based on information provided
- Comfortable engaging in challenging conversations

Additionally, we'd love...

- Effective group presentation skills
- Driven to help youth reach their full potential
- Consistent desire to seek out new and more effective methods to support programming
- Understanding of/experience with youth mentoring
- Familiarity with Positive Youth Development strategies
- Spanish fluency

Qualifications

Relevant youth-serving experience or a Bachelor's degree/college coursework in Social Work or a related field. Proficiency in Microsoft Office, including Word, Outlook, and Excel. Must have a reliable car, valid driver's license and meet state required automobile insurance minimums.

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 – Program Specialist CB Enrollment" 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.