
JOB TITLE: Program Specialist, Big Futures (Match Support)

REPORTS TO: Manager of Big Futures Programs

SUPERVISORY RESPONSIBILITY: No

FLSA STATUS: Non-Exempt, Salary

LOCATION: Hybrid with on-site 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. In this role, you will provide support and strengthen mentoring relationships between youth and positive adult mentors matched in our Big Futures programs. Your coaching and guidance will help empower and inspire youth to reach their full, inherent potential, especially youth of color who are disproportionately impacted by systemic barriers. Primary responsibilities will include providing ongoing, consistent support to new and existing BBBS matches to ensure child safety, positive outcomes for youth, healthy and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS. Other responsibilities will include presenting lessons to youth on life skills, college, and career readiness, facilitating the introduction of new mentoring relationships, and leading activities like college tours or other events.

Evening and some weekend hours are required.

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.

Core Accountabilities

- Provide ongoing match support to youth, families, and volunteers to ensure safe, healthy, and impactful mentoring relationships.
- Deliver coaching, guidance, and resources that strengthen relationship quality and support positive youth outcomes.
- Facilitate match introductions and help participants navigate challenges, transitions, and opportunities for growth.
- Lead youth-focused activities, lessons, and experiences that promote life skills, college readiness, and career exploration.
- Build and maintain strong relationships with school and community partners to support program success.
- Ensure timely, accurate documentation, data collection, and compliance with BBBS standards.
- Contribute to agency-wide priorities, events, and initiatives while demonstrating organizational values.

Day-to-day:

- Manage a caseload of volunteer adults (Bigs) and youth (Littles) who have been paired in a mentoring relationship. Through regular match support, continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer and family satisfaction.
- Coach and support young adults in exploring postsecondary, career, and professional development opportunities, helping them build the skills, confidence, and connections needed for future success.

- Conduct match introductions between the Little and Big in order to help facilitate early relationship development.
- Support College and Career Access Program mentoring relationships by helping recent high school graduates build life skills, expand professional networks, access career insights, and navigate challenges related to college and postsecondary success.
- Identify, address, and resolve existing and/or potential match challenges through regular coaching conversations and in-person meetings.
- Provide on-going coaching, support and training to help develop and sustain lasting match relationships that have a positive impact on the youth served.
- Administer surveys to evaluate mentoring relationship quality and youth outcomes, using this information to shape coaching and support of the match
- Communicate with partners daily and weekly as needed to support implementation of program and connection with youth on site
- Facilitate lessons to high school youth on life skills, college, and career readiness
- Maintain up-to-date, accurate and detailed documentation and database records according to Big Brothers Big Sisters standards.
- 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.
- Learn and perform other program functions dependent on departmental needs including but not limited to assessing and enrolling program participants, program facilitation, and recruitment activities.

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

- Mentoring relationships demonstrate strong safety, quality, and participant satisfaction outcomes.
- Youth, families, and volunteers receive responsive, consistent, and effective support.
- Match challenges are proactively addressed and resolved to support relationship longevity.
- Program lessons, activities, and events are delivered effectively and engage participating youth.
- Partner relationships are maintained through reliable communication and collaboration.
- Documentation, surveys, and database records are completed accurately and on time.

- Agency standards, performance goals, and compliance requirements are consistently met.
- Demonstrates Relationships, Ownership, and Evolution through daily work and collaboration.

This Job May Be for You...

- Passionate about youth development and the power of mentoring relationships.
- Experience working with youth, families, volunteers, or community-based programs.
- Skilled at building trust and developing strong relationships with diverse individuals and groups.
- Strong communicator who can coach, guide, and support others through challenges and opportunities.
- Organized and able to manage multiple priorities, relationships, and deadlines effectively.
- Committed to equity, inclusion, and creating positive experiences for all participants.
- Comfortable facilitating conversations, trainings, lessons, or group activities.
- Detail-oriented and committed to accurate documentation and follow-through.
- Tech-savvy and comfortable using databases and digital tools.
- Able to work independently, collaborate with others, and adapt in a fast-paced environment.
- Flexible to work occasional evenings and weekends and travel throughout the communities served.

Additionally, we'd love...

- Bilingual in Spanish/English
- Experience with case management, youth programming, or volunteer coordination is a plus.

Qualifications

- Bachelor's degree in social work, education, or a related field (or equivalent experience).

Work Environment & Requirements

- Hybrid work model with a minimum of 3 days per week on-site.
- Work includes regular travel within our 8-county service area (valid driver's license and reliable transportation required).
- Ability to lift up to 25 lbs for outreach and facilitation materials.
- Early morning, regular evening, and some weekend availability is required to meet the needs of volunteers and youth.

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 – Big Futures" 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.