



JOB TITLE: Program Specialist, Community-Based (Part-Time)

REPORTS TO: Manager of Community-Based Programs

SUPERVISORY RESPONSIBILITY: No

FLSA STATUS: Non-exempt, hourly

Pay: \$22/hour

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 Program Specialist provides comprehensive and quality support to families who seek to enroll in BBBSMT Programs. The primary responsibility of the Program Specialist is to complete timely and quality follow-up for families who inquire about participation. This role will also support the programs team by completing 6-month and annual updates for families who are waiting to be matched in BBBSMT Programs. Through regular participation in match days, this team member helps facilitate new match relationships. This position will also be trained in other program functions, including but not limited to, interviewing families and volunteers and providing match support to Bigs and Littles participating in the program. This position may transition partially or fully into these responsibilities based on staffing, team structure, and organizational needs.

Day to day:

- Screen eligibility and conduct intake calls for incoming, prospective families
- Coordinate the facilitation and distribution of the required safety training for parents entitled Your Child's Personal Safety, either via an online learning platform or through facilitated meetings with caregivers enrolling in the Community-Based Program
- Schedule families, as appropriate, for program orientation and enrollment interview appointments
- Document enrollment information, referral sources, and other pertinent data into the database, ensuring the accuracy and timeliness of information systems. Maintain up-to-date and accurate paperwork and database records for all participants according to Big Brothers Big Sisters standards
- Conduct 6-month and Annual enrollment updates for youth and families who are waiting to be matched according to BBBSMT Standards
- Participate in match days to help facilitate and support the successful launch of new match relationships.
- Completes cross-training in match support and interviews, with the understanding that the position may transition partially or fully into these responsibilities based on staffing, team structure, and organizational needs.
- 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.
- Assist with agency priorities centered on resource development (relationships, resources, tools)
- Participate in professional training as provided by the agency and the National office to achieve maximum development of professional skills when required

Core Accountabilities

- Conduct family intake, screening, and enrollment processes for prospective participants.

- Coordinate parent safety training, orientations, and enrollment appointments.
- Maintain accurate, timely participant records and database documentation.
- Complete required 6-month and annual updates for youth and families awaiting a match.
- Deliver responsive, high-quality customer service to families throughout the enrollment process.
- Engage in cross-training of other program responsibilities to be able to best support the needs of the team

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

- Family inquiries receive timely follow-up and support.
- Enrollment, update, and documentation standards are consistently met.
- Participant records are accurate, complete, and maintained in a timely manner.
- Parent safety trainings, orientations, and enrollment appointments are coordinated effectively.
- Families report a positive and professional onboarding experience.
- Agency deadlines, compliance requirements, and program standards are met.
- Contributions support agency goals, values, and mission impact.

About You

This Job May Be For You...

- Previous customer service experience, either in a client-facing role or a phone-based support environment
- Experience working with youth, families, volunteers, or community-based programs.
- Skilled at building trust and developing strong relationships with diverse individuals and groups.
- Exceptional written and verbal communication skills reflecting outstanding customer service, both in-person and by telephone
- Experience in resolving customer issues effectively and efficiently
- Attention to detail: Ability to accurately record information and follow agency procedures to ensure consistency and timeliness in client interactions
- 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 the 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 meet agency standards and position goals

- Comfortable engaging in challenging conversations

Work Environment & Requirements

- Hybrid work model with a minimum of 2 days per week on-site.
 - In-office time includes Tuesdays from 10 – 1 and Wednesdays for 3 - 4 hours during traditional office hours
- Work includes evenings and one Saturday per month

Qualifications

- Bachelor's degree in social work, education, or a related field (or equivalent experience). 1-2 years relevant customer service experience preferred. 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 team, Big Brothers Big Sisters of Middle TN works hard to provide a supportive and collaborative learning environment to our team. Because this is a part-time position, this role is not eligible for agency health benefits. Benefits of this position include:

- Company Paid Text Care Concierge Medicine, providing our team and family members free 24/7 text communication and care with medical providers
- Professional training & development programs
- Professional resume, LinkedIn profile, and headshot
- Flexible work schedule with a hybrid (remote work/in-office work) work environment.
- Work with a welcoming and supportive staff
- Passionate, talented colleagues who will help to motivate and support your learning and growth

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 – PT 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.