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FAMILY SERVICES OF THE MERRIMACK VALLEY JOB POSTING

Position Title: Big Friends Little Friends Program Coordinator

Status: Full-time (35 hours/week), Non-Exempt

Reports to: Mentoring Director

Position Summary:

Family Services of the Merrimack Valley is seeking a full time (35 hours/week) Program Coordinator for its Big Friends Little Friends Mentoring program. Big Friends Little Friends (BFLF) matches youth ages 6-14 with caring and responsible volunteer mentors who provide friendship, guidance and support to youth throughout the Merrimack Valley. The Program Coordinator will be responsible for the overall coordination of the program, screening and enrolling mentees/mentors, supporting matches, facilitating trainings and match events to achieve a positive youth development experience for the child and successful and satisfying experience for the volunteer.

Key Responsibilities:

- Conduct volunteer and client enrollment including: interviews, orientations and group trainings, completion of background checks with awareness of child safety indicators.
- Provide timely and comprehensive write-ups and recommendations for participation in the program based upon assessments of each individual.
- Make matches based on recommendations, interests, personality, etc. and facilitate match meetings.
- Monitor case record review procedures to ensure maintenance of accurate paperwork, confidentiality and computer data management systems according to agency standards.
- Develop positive working relationships with program participants by maintaining consistent contact and responding in a timely manner to inquiries via email or phone.
- Participate in recruitment of mentors through community presentations, development and distribution of marketing materials as needed.
- Support program social media presence by creating or supplying compelling stories, pictures, updates, resources and new initiatives to increase visibility and followers.
- Work collaboratively with mentoring staff, supervisors, community partners and stakeholders.
- Participate in development of program marketing materials such as program brochures, flyers and forms.
- Plan and facilitate events and resources for mentors/matches, (i.e. mentor mingles, ongoing mentor training, match outings, holiday parties, advisory meetings, etc.)
- Monitor and support timely and appropriate use of evaluation tools, collate data, and report trends to Mentoring Director.
- Assist Mentoring Director with monitoring and supporting implementation of grant requirements and adherence to Elements of Effective Practice for Mentoring.
- Develop tools, procedures and material as needed for implementation of program

enhancements, to document process and/or monitor activities.

- Contribute to a collaborative and positive team culture by actively participating in team discussions, communicating ideas, challenges and successes openly and professionally.
- Assist Development Staff with grant reporting and fundraising efforts as needed.

Qualifications:

- BS/BA in a human service or comparable field of study or 5 years' equivalent work experience.
- Solid background / experience in mentoring and/or youth development.
- Some experience providing training for adult learners.
- Strong written and verbal communication including comfort with public speaking.
- Proven ability to manage projects, partnerships, and professional relationships.
- Excellent communications and organizational skills.
- Ability to work and connect with diverse communities, people and partners, and a commitment to promoting inclusion in all practices and efforts.
- Ability to work and communicate effectively in a team environment with colleagues, program providers, community stakeholders, and volunteers.
- Ability to work independently while exercising good judgment.
- Proficiency in Microsoft Office products including Word, Excel, Publisher and PowerPoint.
- Ability to work weekends and evenings periodically as required.
- Bi-lingual skills in Spanish and English are a plus.

ABOUT FAMILY SERVICES OF THE MERRIMACK VALLEY

Family Services is a non-profit, social service organization located in Lawrence, MA. The organization helps more than 7,000 people in the Merrimack Valley each year through 20+ programs focused on youth development, parent education and emotional health. All of its services are infused with a sense of hope and possibility and enable individuals to thrive in their family, community, workplace and school. For more information, please visit www.FSMV.org. FSMV is an equal opportunity employer.

COMPENSATION

This is a full-time 35 hour per week position with a pay range of \$17.50-\$19/hour commensurate with experience. This full-time position offers an excellent benefit package including health and dental insurances as well as fully paid life and long-term disability insurance. FSMV offers a generous Earned Time Off (ETO) benefit as well as 13 observed holidays per year.

TO APPLY

Interested candidates should send a resume and cover letter to: recruiting@fsmv.org. Application deadline is November 1, 2019.