



**Big Brothers Big Sisters®**  
of Colorado, Inc.

## Job Description

Position Title: Program Specialist	Reports To: Director of Program
Date: 02/09/06	Department: Program
FLSA Status: Exempt	Salary: \$29,455

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### **General Purpose:**

Provides case management and program support for the REACH, Community and/or School Based Mentoring Programs as assigned.

### **Essential Duties/Responsibilities:**

- Performs duties in compliance with National standards and BBBSC policies, procedures and practices.
- Processes volunteer and child applicants from assignment through matching.
- Provides professional and timely match support essential to one-to-one mentoring.
- Provides community resources and referrals to all served families expressing need, when possible.
- Responsible for distributing and collecting program evaluations for assigned matches.
- Maintains written and statistical documentation in a professional and timely manner.
- Delivers consistent, effective, and excellent customer service.
- Represents BBBSC in a highly professional manner both internally and in public.

### **Other Duties/Responsibilities:**

- Assists with implementation of match events.
- Attends group matching sessions.
- Identifies those issues (clinical, organizational) which need to be referred to your direct supervisor.
- Assumes other program responsibilities as needed.

- **Supervisory Duties:**

- None

**Job Qualifications:**

- **Knowledge, Skill And Ability:**

Excellent oral and written communication. Excellent problem solving and decision-making skills.

Strong organizational skills and able to focus on details. Must have excellent time management skills and able to multi-task and set priorities.

- **Education Or Formal Training:**

BS/BA in Human Services is preferred. BS/BA in unrelated field with appropriate experience is acceptable.

In lieu of BS/BA, at least two years of related experience if under supervision of BS/BA. Assessment and relationship development experience with at-risk child and adult populations; understanding of child development and family dynamics.

- **Experience:**

Experience working with child/youth and adult populations. Assessment, intake, and strong interviewing skills.

Experience working with diverse populations, cultures and backgrounds.

- **Material And Equipment Directly Used:**

Proficient in Microsoft Office, Outlook, and Excel.

- **Working Environment/Physical Activities:** Office and travel as needed.

**Professional Performance:**

- Adhere to all personnel guidelines of the agency.
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a “role model” both at and away from the agency.
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem-solving orientation to all tasks.
- Perform all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency guidelines and conforming to the scheduling requirements of the job and program.
- Maintain an awareness of the agency’s mission and work to promote the positive individual and social change goals it embodies.
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business.

- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience.
- Actively strive to create and maintain a culturally sensitive and appropriate environment through communication and interaction that demonstrates respect for diversity.

**NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. Other duties as assigned.**