

**TrueNorth Community Services
Job Description**

Job Title:	Mentoring Support Specialist
Department:	Volunteer Services
Reports To:	TrueMentors Program Manager
FLSA Status:	Part Time
ACA Status:	35% FTE, Not Health Insurance Eligible
Prepared by:	Volunteer Resource Center Director
Prepared Date:	7/11/19

SUMMARY

Provide leadership and coordination of school-based TrueMentors programming; including community awareness, enrollment of participants, daily management of volunteers, match support and program reporting. This position is responsible for overseeing the school based mentoring programs and will carry out the responsibilities of the position as defined below:

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Implement strategies to recruit volunteers for school-based programming
- Provide community awareness and recruitment presentations
- Work closely with school administrators to ensure timing and delivery
- Enroll youth and volunteers with proper paperwork
- Conduct interviews and assess needs and strengths of participants
- Conduct volunteer trainings
- Effectively align volunteer and child within a successful match
- Facilitate initial match meeting between mentors and mentees
- Monitor match meetings at school site to ensure program safety
- Communicate with all match parties to ensure comfort levels of participants
- Facilitate curriculum based match activities during scheduled match meetings
- Document match meetings fully and accurately
- Provide reports on program status updates to TrueMentors Program Manager
- Serve as a community liaison for TrueMentors, TrueNorth and it's programs and services
- Provide friendly, approachable customer service and represent TrueMentors and TrueNorth Community Services in a professional and positive manner
- Assist TrueMentors Program Manager with fundraising, programming and activities/events for all programs
- Regular and consistent attendance
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES: This position does not have any supervisory responsibilities.

QUALIFICATIONS/SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Valid Michigan Drivers License and the ability to travel to school programming sites and to homes of clients on a regular basis.

- Ability to maintain confidentiality
- Ability to problem solve and exercise good discretion
- Proficiency with Microsoft Office and Google products
- Strong communication (written and verbal) and organizational skills
- Ability to work with individuals and groups of all ages, skills, and personalities
- Ability to effectively lead groups through a set curriculum
- Ability to work well on a team
- Ability to stay relaxed in situations of stress and conflict
- Ability to adapt and implement change when necessary
- Ability to produce results by achieving program goals
- Ability to work in coordination with TrueNorth staff, volunteers, community partners, school administration and participants
- A willingness to be a "team player" and function effectively with TrueNorth Community Services and other agency personnel
- Commitment to TrueNorth's mission and goals
- Commitment to youth development through a strengths based approach

EDUCATION and/or EXPERIENCE

- Bachelor's degree in social services, education or related field or an equivalent combination of education and experience
- Prior experience working with at-risk youth
- Prior experience working with and managing volunteers

AUTHORITY TO COMMIT FUNDS

This position has the authority to commit funds on behalf of TrueMentors limited to program supplies. Prior approval must be obtained on all purchases by the TrueMentors Program Manager or Volunteer Resource Center Director.

LANGUAGE SKILLS

Ability to speak effectively in front of groups of community agencies, volunteers, and/or employees.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where limited standardization may exist. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS

To perform this job successfully, an individual should have knowledge of Microsoft Office software and Google Internet platforms.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The primary office is based at TrueNorth Community Services; 6308 S Warner Ave; Fremont, MI 49412, and does require travel to clients homes and local schools.

CERTIFICATES, LICENSES, REGISTRATIONS

Most possess a valid and unrestricted driver’s license.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to sit and/or drive and occasionally lift and/or move up to 50 pounds.

I, _____, have received, read and understand my job description.
(Name)

(Signed)

(Date)