

**TrueNorth Community Services
Job Description**

Job Title: TrueMentors Program Manager
Department: Volunteer Services
Reports To: Volunteer Resource Center Director
FLSA Status: Full Time
ACA Status: 100% FTE, Health Insurance Eligible
Prepared by: Volunteer Resource Center Director
Prepared Date: 7/11/2019

SUMMARY

Oversee the development and implementation of the TrueMentors program, which effectively aligns volunteer mentors with mentees. This position is responsible for overseeing all aspects of the mentoring program and will carry out the responsibilities of the position as defined below:

ESSENTIAL DUTIES AND RESPONSIBILITIES

Administration

- Maintain the mentoring Policy and Procedure Manual
- Create and oversee a mentor recruitment plan
- Build a strong working relationship with the TrueMentors Advisory Board
- Implement inquiry and orientation process to ensure excellent customer service
- Responsible for accounting of monthly budget expenditures, and tracking expenditures
- Develop logic models and strategic planning for TrueMentors programs; use evaluation measures to support the program outcome evaluation
- Oversee and manage all grants- including goal monitoring, budget expenses, and the overall relationship with the grantor

Collaborations

- Develop and manage relationships with schools, faith based and community based organizations
- Represent the agency on appropriate community initiatives
- Serve as an agency ambassador promoting the programs and services of TrueNorth Community Services
- Perform recruitment presentations as needed
- Serve as the point of contact for the partnership with the Udall Foundation (Parks in Focus programming)

Implementation

- Follow the proper enrollment process for youth and volunteers by utilizing proper paperwork and procedures
- Conduct interviews and assess needs and strengths of participants
- Conduct volunteer trainings for volunteers
- Effectively align volunteer and child within a successful match
- Facilitate match meeting between Mentor and Mentee

- Monitor school based programs to ensure program delivery is consistent, effective and safe
- Communicate with all match parties to ensure comfort levels of participants through regular match contacts
- Document match meetings including names, date and length of time the meeting lasted
- Produce reporting regarding programming statistics, including, but not limited to, names of participants, amount of matches, amount of participants enrolled- but not yet matched, etc.
- Produce appropriate reporting for TrueNorth's Board of Directors
- Execute TrueMentors Advisory Board meetings, as well as maintaining open communication with Advisory Board members
- Assist with implementation of program fundraisers
- Plan and implement Parks in Focus (outdoor education) programming consisting of day outings, weekend campouts and a week long summer trip to Pictured Rocks National Lakeshore

Regular and consistent attendance

Other duties as assigned

SUPERVISORY RESPONSIBILITIES: The TrueMentors Program Manager will manage the Mentoring Support Specialist.

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 the homes of clients on a regular basis.

- Demonstrate a passion of mentoring
- Ability to maintain confidentiality
- Ability to problem solve and exercise good discretion
- Proficiency with Microsoft Office, Google products, Database software and Spreadsheet software
- Strong communication (written and verbal) and organizational skills
- Strong presentation skills
- Ability to work with individuals and groups of all ages, skills, and personalities
- Ability to relate to people on a one-on-one basis and as a member of a group
- Ability to work well independently and on a team
- Ability to stay relaxed in situations of stress and conflict
- Ability to organize and prioritize multiple tasks with various deadlines
- 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

- Ability to leverage community connections
- Ability to assess situations and needs
- 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 mentoring goals

EDUCATION and/or EXPERIENCE

- Bachelor's degree in social services, education or related field or equivalent combination of education and experience
- Two years experience in nonprofits or a related field
- Prior experience with program management
- Prior experience working with and managing volunteers
- Prior experience working with youth

AUTHORITY TO COMMIT FUNDS

This position has the authority to commit funds on behalf of TrueMentors and TrueNorth Community Services within the guidelines of the Board approved budget.

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. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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 Database software; Internet software and Spreadsheet software.

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 some travel to clients homes.

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)