



Mentoring Relationship Coordinator

Job Description

Reports To: Relationship Team Coordinator
Executive Director

Organization Membership

- Leadership Team
- Relationship Team
- Mentoring Handbook Creation Team

Mentoring Initiatives Priority

Focus Initiative: Guided Traditional

Supportive:

OVERVIEW

The role of the Mentoring Relationship Coordinator is to promote the goals and objectives of the Big Buddy Program by managing the Mentor/Mentee relationships established. Each Coordinator has a Focus Initiative (see above) to manage and serves in a Supportive Role for one other mentoring initiative. The coordinator provides direct oversight to the Focus Initiative to ensure the practices and processes essential in establishing and supporting effective one-on-one mentoring matches are applied to ensure all matches are retained a minimum of 1 year. The “guidebook” for the role of the Mentoring Relationships Coordinator, and all Relationship Team members, is the *Elements of Effective Practice for Mentoring Programs*, Fourth Edition.

Mentoring relationships support the children and families in their effort to eliminate the daily challenges preventing them from achieving success by providing *confirmed* links to community resources available to assist with overcoming obstacles. The Mentoring Relationships Coordinator focuses on the effective and efficient operations and all activities related to achieving successful matches (last for more than 1 year) for all relationship types established: Guided/Traditional, Mentor by Mail, Project MADE and Book Worm Club. However, each Coordinator will have a specific focus on a particular initiative (see above). The Mentoring Relationships Coordinator works collaboratively with the Mentoring Relationship Team Manager, Experience Team Managers, Interns, and Volunteers to ensure program components (see Elements document) are consistently present in program delivery.

ESSENTIAL FUNCTIONS

- Ongoing assessment (triage/audit) of all Focus Initiative matches to ensure engagement of both the Mentor and Mentee.
- Maintain knowledge and study of the mentoring practices as defined in the *Elements of Effective Practice for Mentoring Programs*.

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- Works with the Relationship Team to make yearly updates to the Big Buddy Mentoring Handbook (newly created in 2021).
- Creates opportunities and connects matches to resources as needed.
- Provides match support to Focus Initiative and Supportive Role mentoring matches in a regular and systematic structure.
- Works with the Relationship Team to establish a 3 – 6-month calendar of events for Mentors/Mentees.
- Contributes to the compilation of the month Mentor and Family newsletters.

SPECIFIC JOB DUTIES/RESPONSIBILITIES

Programs and Services Implementation, Daily Management, and Oversight

The Mentoring Relationship Coordinator works with the Relationship Team Manager, Coordinators, Community Partners, Experience and Support Teams to ensure support is provided to all matches resulting in match retention which exceeds 1 year. The Relationship Coordinator follows the written procedures and processes to recruit, screen, match and support the connection of caring adults to young people who need the support provided. The Coordinator is responsible for ensuring there is a consistent plan for providing supportive activities (i.e. M&M monthly activities, mailing Happy's, sending out newsletters regularly) to Mentor and Mentee matches. The Coordinator works with the Experience Teams and Support Teams of the Big Buddy Program to ensure the Mentees respond to having a good friend. The Coordinator finds solutions to challenges preventing young people from connecting to a positive adult role model. The Coordinator stays up to date on advances in the mentoring field which will support the goal of maintaining mentoring matches past the 1 year retention goal date.

Measure of Success*:

- # of Focus Initiative Matches
- # of Focus Initiative Matches meeting milestones leading to the 1-year goal.
- # of Matches transitioning to a traditional mentoring relationship.
- Attendance at M&M Activities

Program Documentation Management

The Relationship Coordinators works closely with the Relationship Team Manager and the Executive Director to maintain a calendar of the required reporting obligations and creates systems for collecting and analyzing data to meet the deadlines. The coordinator collects the required data as needed and ensures it is maintained in an organized and structured format (i.e. excel spreadsheets, provided database, binders, etc.).

Measure of Success*:

- Submission of complete reports with accompanying narrative, when necessary.
- Knowledge of how to interpret the data and produce recommendations to overcome challenges and ideas to celebrate and repeat success.
- Creation of a data collection and/or information management system which results in recruited adults transitioning to Mentors.

Partnership Management

- The Relationship Coordinator works with the Manager and Executive Director to recruit community partners who can provide resources to the Mentees through wrap-around services. The Relationship Coordinator is responsible for maintaining frequent communication with the partners, and for creating ways to celebrate partnership success. The Coordinator maintains a detailed contact list of all partners, stakeholders, funders, etc. which can be readily accessed for inclusion in other collaborative opportunities which furthers the mission of Big Buddy. The Coordinator, at all times, knows what services partners are providing and the partners understand the overall mission of the program and periodically offer other resources as they become available.

Measure of Success*:

- # of community partners participating in the Focus Initiative and the number of volunteers they contribute to the organization.
- # of resources leveraged from partners which help the Mentees.
- # of recruitment opportunities participated in throughout the year (i.e. parent events, school events, community events designed to recruit Mentors, Mentee and/or partners).

Special Project/Event Team Committees

- The Relationship Coordinator serves on special project and event planning committees associated with individual programs and/or agency events as required. The level of involvement for each event will be determined on an individual project basis and will take into consideration the overall impact to the agencies funding structure, the workload at the time of the execution, availability of volunteers, etc.

**See the Mentoring Relationships Dashboard for details on the Success Measures.*

OTHER JOB DUTIES

- Weekly attendance and participation at the Leadership Team's Status Workshop, Tuesdays 9:00am - 11:00am unless otherwise announced.
- Performs high-level clerical duties such as writing and proofreading letters and memoranda.
- Works with all agency teams to define/enhance processes and procedures related to the Mentor/Mentee matches.
- Accepts all other duties as assigned by the Executive Team which promotes the mission of the organization.
- Support the organization's strategic alliances and partnership.