



Family Outreach Coordinator (Temporary through Dec. 31)

Big Brothers Big Sisters of East Tennessee is hiring a temporary Family Outreach Coordinator to meet the urgent and emerging needs of populations impacted by the COVID-19 pandemic.

This position, reporting to the Match Support Director, is a vital addition to the team, as more than 75% of the marginalized families BBBS-ETN serves say we have been the first agency to reach out during the crisis.

The incumbent will support hundreds of families served by BBBS-ETN to ensure they are connected with essential services—including food, rent assistance, and behavioral health services. Further underscoring the need for this role, 80% of families report that BBBS-ETN and their child’s mentor through BBBS-ETN have been a source of support during the COVID-19 pandemic.

This position, created to meet COVID-related needs, will be temporary from September 2020 through December 2020.

Duties include:

- Contacting families served by Big Brothers Big Sisters of East Tennessee to ensure all have access to essential services.
- When necessary, following up with these families.
- Administering COVID-19 impact surveys—ultimately sharing data with stakeholders, including the United Way of Greater Knoxville, foundations, and other funders.
- As time allows, this position might also conduct outreach to families served by BBBS agencies across the state of Tennessee.
- Conduct parent and child interviews to ensure even more youth are matched with a mentor.
- Coordinating appointments for the BBBS-ETN Big Little Computer Lab and Family Resource Center—a space where youth and families can access computers, food, cleaning supplies, and other items of need.
- Cleaning and disinfecting the Big Little Computer Lab and Family Resource Center between uses.
- As necessary, assisting the BBBS-ETN Match Support team with mentor and mentee activities—as well as surveys and support - specifically those with an educational or behavioral health component for mentees.
- Other duties, as assigned.

This is a temporary position through Dec. 31 and not eligible for benefits.