



JOB TITLE: Bold Path Coordinator

REPORTS TO: Director of Match Success

FLSA STATUS: Exempt - \$42,500 a year (based on experience)

LOCATION: Knoxville, TN

About Big Brothers Big Sisters of East Tennessee

Big Brothers Big Sisters of East Tennessee defends potential in children through strong and enduring, professionally supported one-to-one relationships that change lives for the better, forever. Children and youth enrolled in the program achieve measurable outcomes, including educational success, avoidance of risky behaviors, higher aspirations, greater confidence, and better relationships. This mission has been the cornerstone of the organization's 53-year history in the Knoxville area. The team is fun, industrious, and immensely dedicated to our mission.

Commitment to JEDI

It is not enough to say we are committed to justice, equity, diversity, and inclusion (JEDI). We must work intentionally and diligently to bring about change. To empower the potential of all young people, we must ensure all young people have the opportunity to have a strong mentoring relationship in their lives. We are actively working to promote justice, equity, diversity, and inclusion throughout our organization. This commitment extends not only to an inclusive hiring and recruitment practice, but also to the policies, processes, and procedures that our staff, families, mentors, donors, and community partners rely upon to create connections within the East Tennessee communities we serve.

We recognize that compensation is just one aspect of the overall rewards and benefits package that we offer to employees. We also provide a range of benefits and perks, such as medical, dental, vision, retirement plan, professional development opportunities, flexible hybrid work schedules, and work-life balance programs, to support the overall well-being of our employees.

Job Summary

The primary function of the Bold Path Coordinator is to support the Bold Path mentorship programming provided by Bold Path Coaches in Vine Middle and Maynard Elementary Schools. The Coordinator will facilitate enrollment of youth and volunteers in the program, as well as working collaboratively with the school and Community Schools staff while supporting Bold Path Coaches and Volunteers through match support.

Essential Functions

1. Conducts interviews with children, youth, and potential volunteers in order to assess appropriateness to participate in the program.
2. Review all enrollment and assessments to make recommendations for group mentoring and one-to-one mentoring with the Bold Path Coach or volunteers.
3. With Bold Path Coach, hold information sessions with families and school staff about programming.
4. Conduct weekly check-ins, coaching, and match support with Bold Path Coaches.
5. Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction; support provided on a frequency according to BBBS Standards.
6. Support management of attendance of children, volunteers, and coaches by monitoring program data and conducting follow-up as needed.
7. With Bold Path Coach, conduct monthly check-ins with school and Community Schools point of contact for feedback and apply feedback to adjust program accordingly.
8. Fill in for Bold Path Coach at assigned school as needed.
9. Maximize impact by evaluating and shifting priorities as needs arise.
10. Share with Chief Advancement Officer potential partnerships as discovered through volunteers' and parents' employers and/or other affiliations.
11. Attend all staff and team meetings, as appropriate, contributing and collaborating with other departments on projects/events.
12. To ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to standards, utilizing relationship technology. Utilize all provided technology for record keeping, appointments, calls, and other functions of position.
13. Other duties, as assigned.

Knowledge, Skills, and Abilities

1. Goal-driven approach to work with a demonstrated ability to develop a rapport with individuals and organizations from diverse sectors.
2. Proficiency in Microsoft Office; including Word, Outlook, and Excel.
3. Excellent written and oral communication skills reflecting solid customer service both in-person, by email, and telephone.
4. Ability to effectively assess and execute the following relational support skills; guiding, supporting, confronting, advising, and/or negotiating.
5. Ability to use time effectively.
6. Adaptability and ability to adjust to shifting priorities.
7. Ability to collaborate with teammates.
8. Ability to maintain confidentiality.
9. Ability to collect meaningful data and draw solid conclusions.
10. Attention to detail.

Work Environment/Physical Requirements

1. Must be able to work proficiently with computers and other office equipment.
2. Must have reliable source of transportation, valid driver's license, and meet state required automobile insurance minimums.
3. The employee will frequently talk; hear; stand; and be subject to repetitive wrist, hand, and/or finger movement. The employee will sit, walk, and drive.
4. Flexible work hours are required to meet customer needs.

Preferred Training and Experience

1. High school diploma with a minimum of two years relevant work experience in related fields, such as customer service-based experience required.
2. Understanding of child development and family dynamics.
3. Bachelor's degree preferred in social services, human resources, or related field. If no degree, experience in social services, child development, or related work.

Position Contacts

Internal contacts include agency staff and agency Board of Directors. External communication will be as a representative of the organization.

Equal Employment Opportunity

It is the policy of Big Brothers Big Sisters of East Tennessee to provide equal employment opportunities to all candidates and all employees without regard to race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; genetic information; disability; citizenship status; military status; veteran status; or any other category protected by law.

Americans with Disabilities Act

Employees must be able to perform all essential job functions, with or without reasonable accommodation.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBSETN may change the specific job duties with or without prior notice based on the needs of the organization.

To apply, a cover letter and resume should be emailed to Careers@tennesseebig.org with "Bold Path Coordinator" listed in the subject line.