



JOB TITLE: BoldPath Manager

REPORTS TO: Chief Program Officer

FLSA STATUS: Exempt - \$52,500 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 55-year history in the Knoxville area. The team is fun, industrious, and immensely dedicated to our mission.

Our organization is committed to cultivating an environment where all individuals are respected and valued. We recognize that the varied backgrounds, perspectives, and experiences of those we serve and engage with will strengthen our work. We strive to ensure that everyone has access to opportunities, resources, and support that enable them to achieve their full potential. By upholding these principles, we advance into a culture of respect, belonging, and shared responsibility that benefits our organization and the community.

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

Job Summary

The primary function of the BoldPath Manager is to support BoldPath mentorship programs delivered by BoldPath Coaches. The Manager will assist BoldPath Coordinators with enrolling youth in the program and will maintain a queue for match support, as needed. The Manager will work collaboratively with the school staff while supporting BoldPath Coaches and other Volunteers through program monitoring.

Essential Functions

1. Day to day management of program including fielding questions from Coaches to CPO, monitoring coordinator progress, and responding to concerns with matches.
2. Fully utilize systems provided to monitor progress and coach on improvement.
3. With BoldPath Coach, hold information sessions with families and school staff about programming.
4. Conduct monthly 1-1s with Coaches and Coordinator to ensure growth goal and program progress.
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. Manage and monitor program data, reporting to CPO as needed.
7. Conduct start and end of school year meetings with school administration for program feedback.
8. Fill in for BoldPath 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.

Strategic Leadership

1. Goal driven approach to work with a demonstrated ability to develop a rapport with individuals and organizations from diverse sectors.
2. Commitment to world-class customer service.
3. Articulate belief in the mission of the agency and practices of youth mentoring and positive youth development.

4. Strong written and oral communication skills.
5. Ability to coordinate and monitor a high level of activity as demonstrated under a variety of conditions and constraints.
6. Foster a work environment that of accountability, trust, professionalism, and excellence.
7. Adaptability and ability to adjust to shifting priorities.
8. Organizational and time management skills.

Culture

1. Leads and manages resources (people and capital) that retains and cultivates positive, measurable success.
2. Monitors progress against performance targets; implementing counter measures as needed.
3. Provides consistent follow-up meetings.
4. Other duties as assigned.

Preferred Training and Experience

1. Three to five years' experience in a non-profit environment.
2. Management experience required.
3. Bachelor's degree is not required but highly recommended in social services, human resources, or related field.

Position Contacts

Internal contacts include agency staff and agency Board of Directors. External communication may include volunteers, donors, vendors, and outside auditors.

Physical Requirements

This job requires frequent sitting, standing, and walking.

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

Click this link: [Application for Employment – Fill out form](#)

Any additional information or questions can be directed to careers@tennesseebig.org.