



**TITLE:** Associate Program Manager  
**DEPARTMENT:** Community Based Mentoring

### **SUMMARY**

Big Brothers Big Sisters of NYC seeks a service oriented Associate Program Manager to join our proven evidenced-based, community-based mentoring program. The Associate Program Manager is responsible for facilitating high quality, high impact relationships between mentor-mentee pairs. The ideal candidate has at least two years' case management experience and is a dynamic communicator with a desire to learn more about how mentoring has the power to change lives. Responsibilities include supporting mentoring relationships between adult volunteers and youth; advising mentors, mentees and parents through on-going support and supervision; facilitating group activities that promote stronger mentoring relationships and support youth goal achievement; providing resources and referrals to youth, volunteers, and parents; and conducting intake interviews and assessments of youth applying to the program.

### **RESPONSIBILITIES:**

- Supervise a caseload of clients and volunteers to achieve mutually successful mentoring experiences.
- Provide on-going phone, email and in person supervision and support to mentors, mentees and parents.
- Maintain and document professional records of all supervision contacts.
- Monitor closely for safety, program compliance, goal achievement and program satisfaction; immediately address and resolve issues that may arise.
- Regularly evaluate youth clients based on agency guidelines and specific program goals to assess outcomes.
- Lead educational and recreational group activities and/or special projects for mentoring pairs and parents based on emerging needs.
- Act as advocate for youth and families by providing referrals, crisis intervention, and other additional resources.
- Conduct client and parent psychosocial interviews, write assessments and collect supporting information from collaborating agencies, schools, etc. to determine disposition based on eligibility, needs, goals, and/or acceptance for agency services.
- Identify and communicate qualitative and quantitative success within the organization.
- Perform other agency and program related duties as needed.

**QUALIFICATIONS:**

- Education: Bachelor's Degree Required in Human Services, Psychology or Social Work
- Experience: At least 2 years' case management and experience working with youth preferred
- Commitment to helping children achieve success in life
- Strong interpersonal skills and ability to communicate verbally and in writing to individuals and groups
- Ability to provide effective interviewing, assessment and case management skills
- Ability to comply with applicable child safety requirements
- Ability to promote an inclusive, welcoming, and respectful mentoring environment that embraces diversity
- Excellent organizational skills, ability to manage caseloads and effectively work with clients
- Must be proficient in MS Office: Word, Excel, & Outlook
- Bilingual skills English/Spanish is a plus

**HOW TO APPLY:**

Please submit your resume and cover letter with salary requirements to [bbbsresume@bigsnyc.org](mailto:bbbsresume@bigsnyc.org) . In the subject please put "Associate Program Manager". Resumes submitted without a cover letter will **NOT** be reviewed. No phone calls please.