



TITLE: Senior Program Manager - Bilingual Cantonese and Mandarin
DEPARTMENT: Community Based Mentoring

SUMMARY

Big Brothers Big Sisters of NYC seeks a service oriented Bilingual Cantonese and Mandarin Senior Program Manager to join our proven evidenced-based, community-based mentoring program. The Senior Program Manager is responsible for facilitating high quality, high impact relationships between mentor-mentee pairs and supervising case managers. The ideal candidate has case management experience and at least two years' experience supervising staff 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:

I. Staff Supervision:

- Supervise and evaluate 2 full-time Master's and BA-level program managers
- Meet with case management staff and review cases for thoroughness and compliance
- Review files and complete case note audit review; ensure team meets quality case note standards
- Ensure that program managers' and department's monthly productivity goals are met

II. Program/Case Management:

- 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
- Experience: 2 years' experience working with youth preferred; case management and supervisory experience 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 required in Cantonese and Mandarin

HOW TO APPLY:

Please submit your resume and cover letter with salary requirements to bbsresume@bigsny.org . In the subject please put "**Senior Program Manager- Bilingual Cantonese-Mandarin**". Resumes submitted without a cover letter will **NOT** be reviewed. No phone calls please.

Big Brothers Big Sisters of NYC is an Equal Employment Opportunity (EEO) employer and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, marital status or disability with respect to employment opportunities. EEO/AA Employer.