

## Big Brothers Big Sisters JOB DESCRIPTION

<b>Position Title:</b> <b>Mentor Advocate (MA)</b>	<b>Status:</b> Full time
<b>Department:</b> Programs	<b>Reports To:</b> Director of Programs

### POSITION PURPOSE

As a member of the Program Department's, Client Services team, the Mentor Advocate (MA) position is responsible for providing direct service to youth in small group and individual settings within Erie County. The MA is responsible for planning the activities and during these outings the MA has the opportunity to develop personal mentoring relationships with the youth. The individual in this role works independently much of the time but also interacts closely with agency case management staff to ensure positive youth development.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Provide direct mentoring service to youth through one-on-one and small group interactions

Planning and implementation of daily activities for outings with youth incorporating five central themes as follows:

- Educational
- Recreational
- Vocational
- Community Service
- Life Skills

Assist the Director of Programs (DP) in the recruitment and enrollment of clients

Creation of individual service plans for clients and adjustment of goals as necessary

Assuring decorum and orderliness on all group outings to ensure Child Safety at all times

Monitoring client participation and interaction in groups

Consulting with parents/guardians of all youth clients

Collaboration with community partners to enhance activities and supplement service to clients

Consultation with Senior Case Manager (SCM) regarding Client Issues

Coordination of client transportation for group outings

Completion of all required documentation, including daily and monthly notes

Consultation with Senior Case Manager (SCM) and Director of Programs (DP) regarding planning and expenditure of funds

Implement the inquiry and enrollment process of youth into the Group Mentoring Program (GMP)

Consultation with Bookkeeper on petty cash, receipts, credit cards, fuel, etc.

*Participate in Agency Events and perform additional tasks assigned by the Director of Community Relations, Director of Development or CEO*

*Continual awareness and facilitation of potential funding & recruitment opportunities to applicable departments including Development, Community Relations, Human Resources and Client Service Programs.*

*Adhere to the agency's beliefs, values and mission in all job-related activities*

*Communicate new and innovative ideas to applicable departments to capitalize the agency mission*

*Implement and comply with all Agency procedures*

**EDUCATION & RELATED WORK EXPERIENCE**

**Education Level:**

**(Minimum & preferred educational requirements necessary to perform this job successfully)**

Minimum of Bachelors Degree required, preferred degrees include Human Service fields or Education

**Years of Related Work Experience:**

**(Minimum & preferred related work experience necessary perform this job successfully)**

1 year experience working directly with youth in a community setting

**SKILLS AND KNOWLEDGE**

A strong life-long knowledge of, and relationship with, the Seneca Nation of Indians	<b>X</b>	
Ability to assess youth's changing needs and adjust service plans to assist youth in achieving goals	<b>X</b>	
Proven successful rapport development with diverse populations of youth and teens	<b>X</b>	
Willingness to travel with ease and safety within the Cattaraugus and Allegany territories	<b>X</b>	
Ability to develop and maintain positive relationships with youth and their parents/guardians	<b>X</b>	
Knowledge and experience with planning and implementation of small group activities	<b>X</b>	
Familiarity with resources within the community	<b>X</b>	
Positively motivated to provide meaningful & positive experiences for youth development	<b>X</b>	
Developed organizational skills and attention to detail	<b>X</b>	
Demonstrated success in handling challenges with youth	<b>X</b>	
Ability to work independently	<b>X</b>	
Ability to successfully work in a team environment	<b>X</b>	
Enthusiasm & creativity	<b>X</b>	
Personal vehicle	<b>X</b>	
Flexibility to work occasional weekends	<b>X</b>	

**TRAVEL REQUIREMENTS (LIST AS A % OF TOTAL WORK TIME)**

**Local Travel  
80%**

**WORK ENVIRONMENT/PHYSICAL REQUIREMENTS**

**(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)**

Majority of time spent is traveling within the community to transport clients from home, to the activities and return them home. A portion of the schedule involves administrative responsibilities within the routine office environment. Outings include many physical activities, including sports and applicants must be physically able to participate in these outings.

**Core Competencies**

**High Performance Indicators**

**Customer Focus & Relationship building**

Able to build strong working relationships with agency staff and matches as well as community partners and sites; identify unexpressed customer needs and potential solutions to meet those needs; independently anticipate and meet customer match support needs; prioritize work in alignment with the needs of the match; use match knowledge and feedback to improve the effectiveness of own support results.

<p><b>Open Communication</b></p>	<p>Able to use active and attentive listening to confirm understanding; coach others through the use of reflective questioning; personalize communication content and delivery to fit different perspectives, backgrounds or styles of audience; document information about matches clearly and concisely in order to keep records accurate and up to date.</p>
<p><b>Problem Solving &amp; Analysis</b></p>	<p>Able to gather appropriate data and diagnose the cause of a problem before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.</p>
<p><b>Flexibility &amp; Achieving Change</b></p>	<p>Able to positively deal with changes that affect job requirements or work assignments; adapt to shifting priorities in response to the needs of matches; quickly recognize situations/conditions where change is needed; remain calm and professional in emotionally charged interactions; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.</p>
<p><b>Continuous Improvement &amp; Gets Results</b></p>	<p>Able to identify and apply "best practices" in own work; improve efficiency by planning and organizing work effectively, eliminating barriers and streamlining work processes; monitor, evaluate and track own performance; adapt work practices in order to meet goals and deadlines; persist in the face of ongoing obstacles or setbacks; accept responsibility for the quality and outcomes of own work.</p>
<p><b>Decisiveness &amp; Judgment</b></p>	<p>Able to demonstrate sound judgment in routine, day-to-day decisions; think critically to make decisions and take action, even in non-routine situations; rapidly make reasonable assessments with limited information; consider impact of various options when making decisions; use sound judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation.</p>

<b><i>Planning &amp; Organizing</i></b>	<i>Able to create and execute a plan of action to meet targets; balance the need for long term planning with short-term objectives; avoid wasting time and resources on tasks that yield low value; monitor the progress and impact of assignments.</i>
<b><i>Attention to Detail</i></b>	<i>Able to review data/documents for accuracy and consistency; take action to prevent mistakes; follow procedures closely; keep records accurate and up to date.</i>
<b><i>Strategic Alignment</i></b>	<i>Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community drives/affects the business; maintain perspective between the overall picture and tactical details.</i>
<b><i>Valuing Diversity</i></b>	<i>Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.</i>

***EQUAL EMPLOYMENT OPPORTUNITY***

Be-A-Friend Program Inc. Big Brothers Big Sisters of Erie County is an equal opportunity employer. Our policy prohibits discrimination against applicants and employees on the basis of race, color, religion, sex, disability, sexual orientation, marital status, pregnancy, age, veteran status, national origin or any other legally protected status in accordance with applicable local, state and federal anti-discrimination laws.

***AMERICANS WITH DISABILITIES***

Be-A-Friend Program, Inc. Big Brothers Big Sisters of Erie County is committed to providing equal opportunity employment to otherwise qualified individuals with disabilities, which may include providing reasonable accommodations where appropriate. In general, it is your responsibility to notify your supervisor or the Human Resources Department of the need for accommodation you believe may be necessary for the functional limitations caused by your disability. In addition, when appropriate, we may need your permission to obtain additional information from your physician or other medical.

***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. Be-A-Friend Program, Inc. Big Brothers Big Sisters of Erie County may change the specific job duties with or without prior notice based on the needs of the organization.

**Compensation range is \$12.50 - \$14.00 per hour, depending on experience and education and includes a generous PTO program, health insurance and mileage reimbursement .**

**Please send Resume and Cover Letter to [jobs@beafriend.org](mailto:jobs@beafriend.org) or Human Resources, Be-A-Friend Program, Inc., Big Brothers Big Sisters of Erie, Niagara and the Southern Tier, 100 River Rock Drive, Suite 104, Buffalo, NY 14207**

