

Position Title: Program Specialist Intern – High School Bigs

Reports to: Program Director

Essential Job Function: The Program Specialist Intern will provide support to the High School Bigs mentoring programs assisting where support is needed in the various service delivery model areas: Customer Relations, Enrollment & Match, and Match Support.

This internship will be a combination of virtual and in-person hours.

The Program Specialist Intern will assist with implementing recruitment and screening procedures that match Bigs with Littles. The Program Specialist Intern will also assist with the delivery and coordination of programs (both virtual and in-person).

Due to COVID-19, the High School Bigs mentoring program transitioned to all virtual programming. As the 2021-2022 school year begins, we anticipate that BBBSLV will offer a combination of virtual programming, as well as assisting matches as they transition to meeting in person again at the school setting. The Program Specialist Intern will assist with both of these initiatives.

The Program Specialist Intern will interface with many partners including: adult and high school age volunteers, Littles, parents of Littles, as well as community and school liaisons.

Job Duties:

- Ensure that all volunteers and families receive an engaging, positive and personalized response promoting BBBSLV programs.
- Attend virtual High School Bigs programming and any in-person programming (as allowed by school sites).
- Develop virtual mentoring activities to be utilized during weekly virtual mentoring sessions.
- In conjunction with lead Program Specialist, implement recruitment strategies for volunteers and youth participants.
- Assist lead Program Specialist with implementation of volunteer and youth screening procedures.

Schedule:

- Must have availability on the days/times listed below. Additional allows have some flexibility and can be discussed during the interview process.



- Tuesdays – 4pm-5pm
- Thursdays-6pm-7pm.

Performance Measures:

- The successful incumbent will produce positive outcomes in the following areas:
 - volunteer yield and processing time,
 - youth yield and youth/parent processing time,
 - match closure rate,
 - match retention rate,
 - average match length,
 - customer satisfaction.

Skills and Abilities

- Excellent oral and written communication and interpersonal skills;
- Ability to use time effectively and to focus on details;
- Performance-driven mind-set;
- Customer service orientation;
- Experience working with people from diverse cultures;
- Ability to juggle tasks and set priorities;
- Ability to effectively collaborate with other staff.

Qualification and Requirements

- Must be enrolled in an accredited college program studying social work, human services, psychology, education, criminal justice or other related field.
- Must have access to a car and valid driver's license.

Physical Requirements

- Light work that includes moving objects up to 20 pounds.
- Moving about to accomplish tasks.
- Communicating with others to exchange information.