



---

Position Title: Program Specialist Intern – BBBSLV Mentoring Center Programs

Reports to: Program Director

---

Essential Job Function: The Program Specialist Intern will provide support to the High School Bigs @ Big Brothers Big Sisters of the Lehigh Valley (BBBSLV) Program and the After School Enrichment Program (ASEP), assisting where support is needed in the various service delivery model areas: Customer Relations, Enrollment & Match, and Match Support.

This internship will take place on-site, in-person at the BBBSLV Youth Mentoring Center.

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 on-site delivery and coordination of programs.

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 High School Bigs @ BBBSLV and ASEP programs on a weekly basis, assisting lead Program Specialist with preparation of programming, delivery of programming to youth, and clean-up following programming.
- 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 following days/times:
  - Mondays – 2:30pm-5:30pm
  - Wednesdays-2:30pm-5:30pm

**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.