



## **Manager, Training & Program Quality**

Mentor Central Ohio

**MENTOR Central Ohio is a Department of Big Brothers Big Sisters of Central Ohio and an affiliate of MENTOR: The National Mentoring Partnership with the mission of strengthening youth mentoring programs through training, organizational consulting, and capacity building.**

**Reports To:—Director, Mentor Central Ohio**  
**Status: Exempt, 40 hours**

### **Position Responsibilities**

This position is primarily responsible for consulting with prospective mentoring program clients to assess their current needs, then to offer development solutions and services to meet those needs and enable those agencies to improve their capacity and sustainability over time. Also carries out the contracting process and scheduling of service delivery.

### **Partner and Program Support**

- **Training coordination.** Provide oversight of Mentor Central Ohio's (MCO) training schedule and offerings including contracted and grant funded efforts.
  - Coordinate and oversee training calendar for department, ensuring all client deliverables are met with an eye to balancing the load between contract trainers.
    - Work closely with Director to ensure training quality and quantity standards are met and align with department goals.
  - Support trainings for partners
    - With support of the Resource & Program Support Specialist, prepare training materials for partner trainings
    - Coordinate training calendar in partnership with Program Partner Specialist
    - Create summary reports of data for periodic quality control
  - Manage trainers, consultants, and contractors
    - Review and manage contractor responsibilities including data collection, evaluations, technical assistance reporting, and training materials
  - Manage contractor schedules for trainings/workshops
  - Facilitate and host trainings for partners/clients
  - Data management for reporting and analysis for grants and stakeholders
  - Manage or complete curricula development
  - Facilitate and manage Train-the-Trainer operations
  - Manages execution of grant deliverables

## **Manage Partner and Client Relationships**

- **Relationship Management.** Develop, manage, and sustain relationships with current and potential program clients, working closely with Director.
  - Based on strategic plan for outreach, provide information and cultivate prospective clients through consulting, training and other services, guided by national best practice standards. Assist in the development of new and emerging mentoring programs or support existing client and partner agencies in strengthening their programs.
  - Promote and support the completion of quality mentoring self-assessment tools with client and partner agencies.
  - Plan and facilitate periodic meetings or trainings to increase awareness of the benefits of mentoring and reach interested parties to share evidence-based practices and resources at the local and state level
  - Create and negotiate partner contracts and coordinate activities including identifying goals and timelines.
  - Ensure that all contractual or grant requirements are met and adhered to. Gather data from agencies that demonstrates increased impact and sustainability.

## **Consulting and Technical Assistance**

- **Monitor and Manage the National Mentoring Resource Center**
  - Complete all required documents and forms for grant deliverable
  - Assign and manage contractor relationships and consulting based on Elements of Effective Practice in addition to other best practices
  - Monitor contractor technical assistance for fidelity and effectiveness
  - Ensure all deliverables are met
  - Complete provider reports at conclusion of grant term
  - Monitor technical assistance providers applications and onboarding annually
- Facilitate Elements of Effective Practice Workshops for Partner and Client agencies
- Create resources for partner/client organizations based on best practices
- Review research for up-to-date information on the mentoring movement

## **Relationship with MENTOR: The National Mentoring Partnership**

- Manage and maintain relationships with other Affiliates across the MENTOR network
- Serve on appropriate committees
- Communicate via the MENTOR Hub with the Affiliate network and MENTOR National regarding offerings, updates, resources, collaborations, and questions regarding the mentoring movement

## **Position Standards**

- **Customer Focus** – Able to build strong working relationships with internal and/or external customers; identify unexpressed customer needs and potential products/services to meet those needs; independently anticipate and meet customer needs; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.
- **Influencing** – Able to persuade and enlist others' support in accomplishing objectives; effectively "sell" own ideas/work to others; use data or logic to influence others; develop effective working relationships with others who can help promote acceptance of own ideas; use different influence approaches as appropriate.
- **Interpersonal Savvy** – Relates well to the full range of stakeholders inside and outside the organization; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; truly values people.

- **Team Player** - Effective performers are team oriented. They identify with the larger organizational team and their role within it. They share resources, respond to requests from other parts of the organization, and support larger legitimate organizational agendas as more important than local or personal goals.
- **Creativity & Innovation** – Able to generate creative ideas to solve problems and improve work methods; apply novel approaches to situations; independently apply professional expertise in ways that are unique or innovative; collaborate with team members to brainstorm creative approaches; rethink situations to create new opportunities or overcome obstacles.
- **Approachability**- Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener.
- **Organizing and Planning** – Effective performers have a strong organizing and planning skills that allow them to be highly productive and efficient. They manage their time wisely and effectively prioritize multiple, competing tasks. They plan, organize and actively manage meetings for maximum productivity.
- **Relationship Building** – Able to deal effectively with people in order to get work accomplished; adjust own interpersonal approach to fit the interpersonal style/needs of others; recognize the impact of one’s behavior on others; utilize technical and business contacts to meet job responsibilities; network to reach specific influential people.
- **Strategic thinking** - Effective performers act with the future in mind. They plan for and make decisions within the framework of the enterprise’s strategic intent. They know and understand the factors influencing strategy (e.g., core competence, customers, competition, and the organization’s current strengths and limitations.) They consider future impact when weighing decisions.

### ***Position Requirements***

- Must have 3 – 5 years’ experience in the non-profit sector creating and managing sustainable programs, assessing needs and/ or consulting with organizations to improve results.
- Bachelor’s degree required (business development, non-profit program management, human services/education experience) Knowledge of youth mentoring and its benefits is preferred.
- Must be willing to work 40 hours / week or more as needed including daytime, with some evening and weekends
- Must be willing and comfortable working with diverse populations and in diverse areas of the city
- Must have road-worthy transportation, valid driver’s license and insurance to meet job responsibilities
- Must be willing to periodically travel throughout the state of Ohio (which could occasionally result in an overnight stay) to fulfill out-of-town contract services
- Must have intermediate skills in Zoom, GoToWebinar, Microsoft Office, Excel, PowerPoint, Word, Outlook / email. Experience with a Customer Relations Management tracking system like Salesforce and GoToMeeting / virtual meeting tools a plus

To help achieve the mission of the agency, staff may have to assume additional tasks and responsibilities as assigned by the Director of Mentor Center Ohio and/or CEO/President of Big Brothers Big Sisters or designee.

This job description should not be interpreted as an employment contract. The Agency reserves the right to unilaterally and periodically modify this job description as is consistent with its goals and objectives.

If you have any questions or do not understand the job description as written, please see the Director of Mentor Central Ohio or the CEO/President of Big Brothers Big Sisters of Central Ohio immediately. If you understand everything completely, please sign and return to the Vice President of Human Resources/Operations.

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Signature

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Date

Revised 9/30/2016:6/2018