

Job Description

Agency Mission: To create & support one-to-one mentoring relationships that ignite the power & promise of youth.

Agency Values:

-Excellence -Integrity -Growth Mindset -Relationships -Ownership -Respect & Trust

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: President and CEO, Big Brothers Big Sisters of Central Ohio
Status: Full Time Exempt

Position Responsibilities

- **Strategy and Leadership**
 - Independently and in collaboration with other department leaders, direct strategic thinking and efforts to achieving the mission of the agency.
 - Set projects and goals for the department.
 - Participate in various national committees.
 - and state wide advocacy for mentoring.
 - Serve as main contact with MENTOR National and administer department activities in accordance with its stated purpose and within the general policies as formulated by National.
- **Relationship Management**
 - Solicit and maintain relationships with other mentoring agencies and key stakeholders.
 - Serve as the spokesperson of the agency to community organizations and media for the purpose of increasing community awareness and soliciting support.
 - Manage consultation process and contract management to deepen customer relationships over time, maximize service utilization and improve safety, effectiveness and outcomes of mentoring programs.
 - Facilitate state wide and regional coalitions
 - Educate mentoring agencies on quality assurance processes to help partners / clients progress toward successful operation via quality measurement self-assessments.

- Oversee the planning and implementation of bi-monthly mentoring agency partner meetings
- **Advisory Council Management**
 - Plan and facilitate meetings, participate, engage Council members.
 - Solicit input for implementation of a strategic plan.
 - Provide awareness of the agency's funding needs and work jointly with Advisory Counsel in pursuing sources of funding.
 - Provide local, statewide and national outcomes of department work.
- **Programmatic and Operational Management**
 - Manage department and staff to achieve grant deliverables, goals and outcomes
 - Assume responsibility for personnel management including hiring and terminating staff in conjunction with the human resources leadership of Big Brothers Big Sisters of Central Ohio, delegating responsibilities, administering personnel policies, involving staff in the formulation of program policies and procedures, and evaluating staff performance.
 - Utilize acceptable personnel management techniques and delegate responsibility; facilitate communications both on a one-to-one and group basis; recognize the needs for individual efforts as well as contribute to benefit from the cooperative efforts of the entire staff; and establish positive staff and professional relationships.
 - Conduct oneself in a professional manner in keeping with the image of the agency; enlist the full participation of all individuals and groups including other staff in Big Brothers Big Sisters of Central Ohio.
 - Serve as back-up trainer occasionally as needed.
 - Ensure that all work activities are in accordance with department goals for quality and agency vision/values and program policies and procedures
- **Fiscal Management**
 - Oversee fiscal management of department budget, expenses and income.
 - Oversee fund development strategy and goals as part of broader agency fund development planning and execution.
 - Review monthly and quarterly accounting reports.
 - Ensure monthly invoices and accounts receivable are processed accurately and timely.
 - Assist in identifying Grant and Foundation donation opportunities and work collaboratively with EVP of Grants to initiate applications, secure funds, and meet grant deliverables as established.

- Follow fiscal policies and procedures as defined by Big Brothers Big Sisters of Central Ohio.
- Complete other duties assigned by the President/CEO of Big Brothers Big Sisters of Central Ohio as needed.
- Attend relevant seminars, activities and events to gain skills/knowledge and promote the MCO as desired or required (which could include evenings and weekends)

Position Standard

- ***Customer/Client Focus*** – Is dedicated to meeting the expectations and requirements of fellow staff, volunteers, parents, children and agency partners; deals effectively with diversity; demonstrates high degree of flexibility and adaptability.
- ***Sales/Marketing*** – Ensures customers, Advisory Council, Staff and Funders feel they have been listened to, establish credibility quickly; display enthusiasm and commitment; maintain a positive can-do attitude, answers detailed questions about programs and the agency.
- ***Priority Setting*** – Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder in accomplishing a goal; eliminates roadblocks; creates focus.
- ***Listening*** – Practices attentive and active listening; has the patience to hear people out, can accurately restate the opinions of others even when he/she disagrees.
- ***Interpersonal Savvy*** – Relates well to all kinds of people; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; capable of diffusing difficult situations comfortably; doesn't show frustration.
- ***Organization***– Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently, identifies informal and incomplete information in time to do something about it.
- ***Capacity Building***-Exceptional capacity for managing and leading people; a team builder who has experience in scaling up organizations; ability to connect staff both on an individual level and in large groups.
- ***Strategic Vision and Agility*** – Ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan.

- ***Innovation Management*** – Has good judgement about which creative ideas and suggestions will work; has a sense about managing the creative process of others; can facilitate effective brainstorming; can project how potential ideas may play out in the marketplace; is good at bringing the creative ideas of others to market.
- ***Presentation Skills*** – Is effective in a variety of formal presentation settings: one-on-one, small and large groups, with peers, subordinates, and bosses; is effective both inside and outside the organization, on cool data and hot and controversial topics; commands attention and can manage group process during the presentation; can change tactics midstream when something isn't working.
- ***Process Management*** – Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.

Position Requirements

- Must possess a minimum of a Bachelor's Degree – Master's Degree preferred, and three to five years of successful non-profit programming
- Must be available to attend events as needed morning, evening and weekends.
- Proven track record of exceeding goals and a bottom-line orientation.
- Evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; Problem solving, project management, and creative resourcefulness.
- Management experience working for a non-profit or for-profit organization. Must be willing to work with diverse populations and in diverse areas.
- Understanding of finance, systems, and HR; broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing.
- Intermediate MS Outlook, Word, Excel and Power Point proficiency - Salesforce knowledge preferred
- To help achieve the mission of the agency, the Director of the MCO may have to assume additional tasks and responsibilities as assigned by the President and CEO or their 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.