



POSITION DESCRIPTION

Position Title:	Mentor Center Case Manager	Overtime Status:	Exempt
Department:	Program	Location:	Maui
Reports to:	Maui Regional Director and Program Managers	Direct Reports:	None

PRIMARY PURPOSES OF THE POSITION:

Provides direct services to children in a group setting. The Mentor Center Coordinator will support youth and families in the Hale Makana Community by recruiting youth for the Mentor Center program, facilitating program days and holding community events. This position facilitates weekly group meetings ensuring the safety and growth of participants.

SPECIFIC DUTIES OF THE POSITION:

Volunteers

- Recruits for new volunteers as needed
- Conducts group or individual orientation sessions covering safety guidelines
- Gathers required information, including interviews, background checks and references
- Prepares written summaries and recommendations
- Evaluates the appropriateness for services
- Recommends acceptance or denial of a volunteer
- Matches the volunteer with an appropriate Little and introduces them for the first time, successfully preparing them for what being matched entails
- Professionally supports match
- Provides structure and utilizes volunteers at the Mentor Center
- Supports volunteers with check-ins and debrief sessions
- Gathers information and surveys needed for grant reporting

Clients

- Recruits youth for Programs as needed
- Interviews and orients pre-selected children and their parents to the program
- Gathers required information, including school and therapist reports as needed
- Prepares written summaries and recommendations
- Recommends acceptance or denial of clients
- Assesses needs of youngsters and selects appropriate volunteers
- Initiates evaluations and makes suggestions to mentors
- Matches the volunteer with an appropriate Little and introduces them for the first time, successfully preparing them for what being matched entails
- Professionally supports the match

- Gathers information and surveys needed for grant reporting
- Oversees quality and safety of Mentor Center program
- Plans and facilitates projects for youth
- Implements tutoring program
- Coordinates open house nights at the Mentor Center to engage community

Documentation

- Keeps attendance records
- Keeps written documentation on progress of youth, activities and safety of all parties
- Prepares and keeps statistics on number of children served
- Keeps and updates case records, including Match Support Contacts
- Keeps all documentation complete and up to date in Matchforce database

Other

- Serves as the liaison between the agency and various partners
- Participates in general staff meetings and program meetings
- Participates in program activities, fundraising activities and other agency events
- Represents the Agency at conferences, community events, public relations and community service projects
- Provides program or other information required by various funders or program evaluators as needed
- Helps out with fundraisers, agency activities
- Performs other duties as assigned

KNOWLEDGE AND SKILLS:

- Applicant must have a Bachelor degree in the human services area (BSW preferred) with a minimum of six months work experience with elementary aged children.
- Some experience in curriculum planning and experience working with elementary and middle age youth preferred.
- Applicant must be able to present and promote the program in a variety of settings and to a variety of people.
- Must be able to demonstrate an ability to collect meaningful data and draw solid conclusions, have excellent oral and written communication skills, strong interpersonal skills, and an ability to communicate in a professional manner.
- Knowledge and/or experience with Pacific Island populations highly desired.
- Personality strengths must include flexibility, enthusiasm, creativity and organizational ability.
- Proficiency in Microsoft Office; including Word, Outlook, and Excel is valuable.
- Competency with Zoom, online databases, cloud server, etc. is desirable.
- Applicant must also have a car, valid driver's license, and meet state required automobile insurance minimum.

WORKING CONDITIONS:

- Ability to lift 10 lbs.

- Ability to use personal computer, telephone, fax, photo copier, typewriter, postage meter, and related office equipment.
- Work Hours: Part-time. Position will require occasional evening and weekend hours.
- Mental demands: Must be able to work with deadlines and process multiple projects simultaneously.
- Valid driver’s license, work is done primarily in the office, but travel time is required.

Equal Employment Opportunity

Big Brothers Big Sisters Hawai’i provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, veteran status, sexual orientation, disability, or any other characteristic protected by state, federal, or local law.

Americans with Disabilities Act

Employee must be able to perform all essential job functions, with or without reasonable accommodation.

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. Big Brothers Big Sisters Hawai’i may change the specific job duties with or without prior notice based on the needs of the organization.

Disclaimer

This job description has been designed to indicate the general nature and level of work performed by employees within this classification, it is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

ACKNOWLEDGEMENTS	
Creation Date:	Revision Date: January 2020
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date: