



**JOB DESCRIPTION**

<b>Position Title:</b> Program Specialist	<b>Job Code:</b>	<b>Overtime Status:</b> Exempt-Full Time
<b>Department:</b> Programs	<b>Location:</b> Winston-Salem	
<b>Reports To:</b> Director of Operations	<b>Number of People Supervised:</b> 0	

**POSITION PURPOSE**

This entry level position is responsible for matching Big Brother and Big Sister applicants to Little Brothers and Little Sisters, maintaining contact with and providing support to matched pairs to ensure a successful and viable relationship. The Program Specialist works closely with clients and their families. The Program Specialist assists in educating the community regarding the goals of the agency while encouraging support and participation to reach those goals. The successful incumbent will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield; youth/parent processing time, customer satisfaction.

**ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)**

- Performs enrollment processes for clients
- Manages and supports caseload of matched participants
- Maintains documentation to assure accountability, effectiveness, and efficiency
- Works closely with community partners on key projects
- Available on evenings and weekends to support program activities and events
- Keeps program staff informed of plans and progress
- Assists with maintenance of agency resources
- Utilizes educational opportunities and related resources to improve agency service
- Promotes and maintains cooperative working relationships with other community organizations
- Complete inquiries and orientations for potential clients
- Participate in agency events, presentations, agency fairs, and tours to assist with fundraising efforts
- Perform additional tasks assigned by the Director of Operations, Director of Philanthropy and President/CEO
- Other duties as assigned

**EDUCATION AND RELATED WORK EXPERIENCE**

**Education Level:**  
**(minimum & preferred educational requirements necessary to perform this job successfully)**  
 Bachelor’s Degree required, social services, human services or related field preferred

**Years of Related Work Experience :**  
**(minimum & preferred related work experience necessary perform this job successfully)**  
 Previous experience in a youth or social work setting preferred

**SKILLS AND KNOWLEDGE**



	Required	Preferred
Proficiency in Microsoft Office suite, including Word, Excel and Outlook	X	
Demonstrates a positive attitude	X	
Ability to work independently and to set work direction and priorities	X	
Ability to successfully work in a team environment	X	
Strong written and oral communication skills	X	
Ability to relate to a broad range of people	X	
Appropriate interviewing and assessment skills	X	
Must have car, valid driver's license and meet state automobile insurance requirements	X	
Ability to speak a second language (Spanish) a plus.		X

Core Competencies	High Performance Indicators
<b>Creativity and Innovation</b>	Able to generate creative ideas to solve problems and improve work methods; apply novel approaches to improve or enhance results; collaborate with team members to share best practices and brainstorm creative approaches; assess situations to uncover new opportunities or overcome obstacles.
<b>Client Focus</b>	Able to build strong working relationships with external clients; identify unexpressed client needs and potential services to meet those needs; independently anticipate and meet client needs; prioritize work in alignment with client needs; use knowledge of clients to improve own work results.
<b>Results/Outcome Oriented</b>	Is motivated by results. Able to demonstrate high personal work standards and a sense of urgency about results to meet goals and deadlines; maintain high performance by viewing failures as learning opportunities and rebounding quickly from setbacks or rejections; persist in the face of repeated challenges; accept responsibility for the outcomes of his/her own work.
<b>Relationship Building</b>	Able to build rapport and cultivate effective short and long term relationships with others; adjust own interpersonal approach to fit others' perspectives, needs, cultures, or styles; recognize the impact of one's behavior on others; utilize a range of internal and external networks and resources to meet job responsibilities
<b>Flexibility and Achieving Change</b>	Able to adapt to shifting priorities in response to the needs of external clients; quickly recognize situations/conditions where change is needed; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.
<b>Listening</b>	Practices attentive and active listening; has the patience to hear people out, can accurately restate the opinions of others.



<b>Planning and Organizing</b>	Able to create and execute a plan of action to meet targets; balance the need for long term planning with short term objectives; avoid wasting time and resources on tasks that yield low value; monitor the progress and impact of assignments, can orchestrate multiple activities at once.
<b>Decision Making</b>	Able to make good decisions when matching clients; is able to evaluate people; asks good questions; probes fruitful resources for answers; identifies incomplete information and strives for understanding.
<b>Valuing Diversity</b>	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.

**Equal Employment Opportunity**

BBBSA provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

**Americans with Disabilities Act**

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

**Job Responsibilities**

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBSA may change the specific job duties with or without prior notice based on the needs of the organization.

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

Send resume & cover letter to: [lwilliams@bbbsnc.org](mailto:lwilliams@bbbsnc.org)