



Program Manager – Job Description

Who We Are:

Family of Friends' mission is to elevate children and families and make our community stronger. We leverage youth-adult partnerships to help kids build pathways to realize their passions and reach their potential. We prioritize youth in Gresham and East Multnomah County from low-income backgrounds. 70% of our youth identify as kids of color and most are between 6-12 years old. For 13 years our program functioned under Trillium Family Services in Portland and helped over 250 awesome kids develop social and emotional skills with a caring, adult mentor. In 2016 we successfully spun-off as an independent nonprofit and moved to Gresham in partnership with the City of Gresham.

Why work for us?

Do you believe in the power of relationships to transform lives? Do you value joy and play as a tool for kids to succeed? Do you love listening to and helping adults build relationships with kids in our community? Would you like to learn and grow with a young nonprofit? If so, Family of Friends is the place for you!

By coming to work for us, you'll be joining a fun-loving, dedicated team of 3 staff and 12 board members. You'll be ready to model the deep connections and healthy relationships we aim to build in our 70+ mentor/mentee matches. You'll be based out of our office at Gresham City Hall, and you'll have daily interaction with City of Gresham leadership and staff. Visit our website to learn more about what we do www.family-of-friends.org

Position Details

Family of Friends is entering an exciting phase of growth. After three years of setting down roots in East Multnomah County, we are making a large structural shift in our signature community-based mentoring program to make way for deeper coaching, new programming and ultimately more consistent and equitable outcomes for our kids. This position will replace our fantastic Program Manager of 4 years, and will work closely with the Executive Director and Program Coordinator to manage all direct-service components of our community-based program, including; youth referral partnerships, mentor enrollment, training and screening, supporting a caseload of matches, coordinating monthly match activities and evaluation and reporting. We are seeking a candidate with strong risk management and adult coaching skills to help us transition our program to a new service delivery model.

Our organization is committed to bringing meaningful and equitable outcomes to our participants. We are focusing on equity in many ways, including partnering with other youth-mentoring programs through our Mentoring Collaborative, dedicating resources to changing our internal systems, and increasing representation of and shared leadership with historically under-served groups on our staff, board, mentors and families. *We will prioritize candidates who are excited to participate in our equity journey, and who share the lived experience of our kids and families.*



Status: Exempt, Salaried, full-time (40 hrs/wk)

Pay Range: \$43,000 - \$46,000, based on experience

Benefits: Generous paid time off, sick leave, pro-rated holidays and healthcare stipend

Schedule: Flexible. This is *not* a 9 to 5 position. Must be available until 8pm for at least 2-3 weekday evenings per week and multiple weekend days per month (more in the summer).

Education: Master's in Social Work **and/or** 5+ years of staff/volunteer management in youth-serving organizations required. If you don't have this experience, be ready to tell us why you'd be an awesome fit without it. Bilingual in Spanish, Russian or Vietnamese preferred. Bi-cultural preferred.

Requirements: Access to reliable vehicle and local travel required. Current driver's license and clean driving record required.

Supervisory Responsibilities: Volunteer supervision only

Submission Details: Submit resume and **cover letter** to familyoffriendsmentoring@gmail.com by March 27, 2020.

Competencies:

People-Centered & Emotionally Intelligent: You are self-aware and thrive on compassionate connections with people. You are very comfortable setting boundaries and having hard conversations. You navigate the nuances of group and individual relationship management with intuition and grace.

Collaborative Communicator & Coach: You are a seasoned active listener who uses empathetic expression. You prioritize making decisions as a team and know how to help people find their own solutions.

Skilled Risk Manager: You are skilled at discerning potential red-flags and child/mentor safety concerns. You have a demonstrated track record for handling delicate risk-management situations with multiple stakeholders. You respect, follow and advise others on agency protocols and policies.

Equity Lens: You center youth voice and choice and have a track record of successfully coaching adults into this mindset. You are ready to frame your work with a racial equity lens and build shared leadership with those most affected by historical oppression in our program.

Organized and detail oriented: This job requires tracking, documentation and admin work! You must be able to clearly document case notes and manage your admin tasks according to policy, and in a way that respects the time and workloads of staff and volunteers.

Self-motivated and Reliable: This job will largely be self-directed, and some of it is done outside the office. We need someone who can responsibly handle large amounts of freedom.

Flexible and solutions-focused: As a small organization, our staff wear many hats, and we rely on each other to expose blind-spots and work together to problem-solve. If you're having an issue, we want your ideas for a solution. If you make a mistake, we want you to learn from it and change future behavior. We also expect you to have a life outside of work. If you work hard for us, we work hard for you.



Position Responsibilities

Implement new "Cohort" model

- Implement the switch from monthly enrollment and matching of volunteers/youth to an annual recruitment and matching effort in the Spring.
- Design and deliver new match-service-plans based on self-determined goals set by youth, parents, and mentors that align with program outcome goals.

Coach a caseload of volunteers, youth and parents

- Lead risk management and oversight for all direct-service programming
- Co-design and facilitate trainings for volunteers and families.
- Screen and match volunteer mentors with children, includes home-visit interviews.
- Provide individual coaching and support (at least monthly contact) to a case load of 30-40 matches through home visits, phone, text and email.
- Collect, monitor and track check-ins, logs and evaluation surveys through use of our MentorCore database, excel spreadsheets and hard-copy files.
- Provide support to mentee families by connecting to additional community resources when necessary.
- Implement evaluation plan with mentors, parents, and youth.

Youth-Referral Partnerships

- Manage 6+ relationships with school liaisons at Hall, Highland, Davis, North Gresham and Alder Elementary schools to obtain youth referrals for our annual Spring cohort of matches (typically 15-20 matches).
- Set clear referral expectations with partners and provide supporting documents and support as necessary.
- Provide updates to referring partners throughout the year through in-person, phone and email communications.

Coordinate Match Activities

- Lead monthly match activity coordination, parent nights and mentor support meetings.
- Manage "Mentoring Monthly" e-newsletter to volunteers and parents, and all other mentor listserv communications.
- Coordinate and plan annual program events like volunteer appreciation luncheon, family picnic and holiday adoptions.
- Manage tickets to community events (Blazers, zoo lights, etc.) and scholarships to camps and classes/sports.
- Liaison for youth and volunteers during annual fundraising events like Fun(d) Factor (spring) and Open House (Fall).

Administrative

- Update Program Policies and Procedures Manual and Volunteer Handbook.
- Assist Exec. Director in program related grant tracking and reporting.