



Program Operations Coordinator

About Family of Friends

We leverage the power of mentoring relationships in east Multnomah County to support positive self-identity and youth leadership, so young people have a platform to build the futures they want for themselves and their communities. We believe that connecting kids to personalized, long-term social support through mentoring contributes to a thriving community. We see youth mentoring as one way to bridge the gap between families who need support and families who have extra support to give. We've put increased focus on how our program impacts historical inequities and are taking action in the work that we value: Relationships, Youth Voice, and Racial Equity. Please visit our website to learn more: www.family-of-friends.org

Position Summary

Supervised by the Program Manager, this position collaborates with community partners to provide activities and events for our matches and also supports program communication and planning, mentor screening, customer service and general aspects of our organizations operations.

Status: Hourly, non-exempt, Full Time

Pay Range: \$18 - \$20 per hour, based on experience

Benefits: Paid time off, holidays. Healthcare, vision and dental

Schedule/Work Environment: Our team is ambitious, joyful, and maintains a person-first, open-minded environment. This is *not* a typical 9 to 5 position. Occasional evening and weekend events are required. Staff enjoy the flexibility to determine and manage their own schedules and work remotely as desired with some required in-office meetings (office located within Gresham City Hall).

Qualifications: High-school diploma **and/or** relevant volunteer or work experience in youth-serving organizations preferred. If you don't have this experience, tell us why you would be an awesome fit without it. Bilingual in Spanish, Mandarin, or Vietnamese preferred with differential pay available when using bilingual ability. We will prioritize candidates who share the lived experience of our kids and families.

Requirements:

- Passion for community building and youth mentoring
- Support the Family of Friends' mission, values and anti-racist statement
- Ability to network and communicate effectively through a variety of channels
- Competent in Microsoft Office Suite
- Access to reliable transportation, current driver's license and clean driving record
- Proof of Covid-19 vaccination



Position Responsibilities

Match Activities & Program Events

- Create an annual calendar of monthly match activities that align with program values and initiatives, and strategy.
- Plan & facilitate all aspects of monthly match activities including gathering supplies, identifying locations and partners, coordinating logistics, managing set up, implementation and clean up.
- Manage event communications with mentors and families including RSVPs.
- Provide transportation to and from match activities for youth as needed
- Assist Program Manager to coordinate and plan annual program events like volunteer appreciation luncheon, family picnic and holiday adoptions.
- Assist Program Manager as liaison for youth and volunteers during annual fundraising events.
- At events, supervise youth whose mentors are unable to attend, including them and helping them feel welcome.

Operations

- Create and send a monthly newsletter for mentors and families.
- Support Community Engagement Manager with social media engagement that highlights match activities, match or mentor spotlights, and other related content.
- Support with volunteer screening by running background checks and doing reference calls.
- Ensure smooth organizational operations by ordering supplies, coordinating with our IT contractor for tech related challenges and upgrades, and other tasks related to office management.
- Receive general inquiries as the lead responder to our main phone line and general email address, routing inquiries to other staff members as appropriate.
- Take other necessary actions to help ensure smooth operations.

Relationships/Collaborations

- Work collaboratively with team members, participants, and partners to ensure efforts are aligned with overall strategic goals.
- Establish and build positive relationships with youth, mentors, and community members.
- Seek out and coordinate distribution of tickets to community events (Blazers, Zoo Lights, etc.) and scholarships to camps and classes/sports.
- Coordinate with Community Engagement Manager to ensure smooth coordination of sponsored events.



Competencies:

Organized and detail oriented: You thrive when organizing events and managing all the details to make them a success and are an effective multi-tasker who can plan multiple events while also minding other responsibilities in tandem.

A people-person: Energized by people and comfortable leading and hosting events/activities for a group of at least 15-20. Passionate about networking and building relationships with community members organizations.

Creative: Love of planning new, fun, and age-appropriate group activities for our youth and mentors in the community.

Collaborative: Each team member has their own expertise, perspectives and set of responsibilities, and we are most successful when we work together. We use meetings as a time to collaborate and support each other in our shared goals. We value a can-do attitude, active listening, and your creativity.

Solutions-focused: Our team values the collaborative and nimble environment of our small organization, and we rely on each other to expose blind-spots and work together to problem-solve. We expect each other to learn from mistakes and focus on finding worthwhile and workable solutions.

Equity-Focused: Able to frame your work with a racial equity lens by building engagement opportunities that are inclusive of the cultures represented by our youth and partnering with activity leaders and organizations that mirror the racial and ethnic backgrounds of those in our program. Center youth voice and choice and be comfortable with coaching adults into this mindset.

Self-motivated and Reliable: This job offers the flexibility to work in the office or remotely and may spend a significant amount of time in community meetings or events. We need someone who can manage the responsibility of this freedom.

Family of Friends Mentoring position descriptions are guidelines. They are not intended to identify every task that an employee will be asked to complete. They are intended as a general outline of the essential work responsibilities and qualifications of the position.

Ready to join our team? Submit resume and cover letter to familyoffriendsmentoring@gmail.com before Monday, June 6th.