



JOB TITLE: Mentoring Specialist

DEPARTMENT: Program

REPORTS TO: Director of Programs

FLSA STATUS: Non-Exempt

EMPLOYMENT STATUS: Full-Time

SALARY RANGE: \$40,000 – \$50,000

LOCATION: New Orleans

OUR MISSION

The mission of Big Brothers Big Sisters is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

JOB SUMMARY

The **Mentoring Specialist** is responsible for delivering high-quality mentoring services by enrolling, matching, and supporting youth (Littles), volunteer mentors (Bigs), and families in accordance with established policies, procedures, and national standards. This role supports the mission of Big Brothers Big Sisters by ensuring child safety, promoting positive youth development, and fostering strong, sustainable mentoring relationships. The position operates under the direction of the Director of Programs and carries responsibility for direct service delivery, case management, and relationship support within assigned caseloads.

ESSENTIAL FUNCTIONS

- Conduct volunteer enrollments, including orientations, pre-match training, interviews, background documentation, and completion of required enrollment processes.
- Conduct youth enrollments, including orientations, interviews, child safety education, and assessment of youth and family needs; refer families to additional resources as appropriate.
- Review enrollment information, complete comprehensive assessments, and make match recommendations in alignment with agency policies and program models.

- Facilitate match introductions between volunteers and youth, including parent/guardian participation when applicable.
- Maintain an assigned caseload of matched Bigs and Littles and provide ongoing match support through regular communication, coaching, and monitoring to ensure child safety, relationship quality, and positive youth outcomes.
- Identify, address, and resolve match challenges through structured support conversations and in-person or virtual meetings.
- Assess and respond to training, coaching, and support needs of youth, volunteers, and caregivers to promote successful mentoring relationships.
- Facilitate group mentoring sessions using established curricula and schedules in partnership with schools and community sites, when applicable.
- Maintain accurate, timely, and detailed case records and documentation in the agency's database in accordance with Big Brothers Big Sisters Standards and internal policies.
- Utilize technology and data systems to track progress, outcomes, and compliance, ensuring thorough documentation and quality service delivery.
- Collaborate with program staff to ensure continuity and smooth transitions across enrollment, matching, and support functions.
- Establish and work toward individual and programmatic goals related to match growth, retention, and quality.
- Participate in agency events and activities that support volunteer recruitment, youth enrollment, and fundraising efforts.
- Be available to work occasional evenings and weekends to support program activities and to best meet the needs of clients and volunteers.
- Perform other related duties as assigned.

JOB QUALIFICATIONS

Education & Experience

- High school diploma or GED required, plus one of the following:
 - Bachelor's degree (or within six months of completion) from an accredited college or university in social work, child and family studies, human services, or a related field; or
 - Associate degree or two years of higher education in a related field with two years of relevant work experience; or
 - Four years of relevant work experience in social work, counseling, social services, or child and youth development.

Knowledge, Skills & Abilities

- Understanding of child development, family dynamics, and positive youth development principles.
- Ability to assess and apply relational support skills, including guiding, supporting, advising, and problem-solving.
- Ability to work independently within established guidelines while collaborating effectively with a team.
- Strong organizational, time management, and documentation skills.

- Ability to manage a caseload in a fast-paced environment while maintaining attention to detail.
- Exceptional written and verbal communication skills and commitment to outstanding customer service.
- Ability to engage in challenging and sensitive conversations with professionalism and empathy.
- Demonstrated ability to build relationships with youth, families, and volunteers from diverse backgrounds.
- Understanding of confidentiality requirements and ability to handle sensitive information appropriately.
- Working knowledge of customer relationship management systems; Salesforce experience preferred.
- Passion for the mission of Big Brothers Big Sisters and ability to articulate the impact of mentoring.

Other Requirements

- Ability to work flexible hours, including evenings and weekends as needed.
- Reliable transportation, valid driver's license, and automobile insurance required.

WORK ENVIRONMENT / PHYSICAL REQUIREMENTS

This position operates in a professional office environment with regular local travel to schools, community locations, and meetings. The role requires the ability to work flexible hours, including occasional evenings and weekends, to meet program and organizational needs. The employee must occasionally lift and/or move up to 35 pounds.

EQUAL EMPLOYMENT OPPORTUNITY

Big Brothers Big Sisters of Acadiana is an equal opportunity employer and is committed to providing a workplace free from discrimination. Employment decisions are made without regard to race, color, religion, creed, sex, sexual orientation, gender identity or expression, pregnancy, age, disability, veteran or military status, national origin, or any other legally protected status in accordance with applicable local, state, and federal laws.

AMERICANS WITH DISABILITIES ACT (ADA)

Big Brothers Big Sisters of Acadiana will provide reasonable accommodations to qualified individuals with disabilities to enable them to perform the essential functions of the job, unless doing so would impose an undue hardship on the organization. Employees may contact Human Resources with questions or accommodation requests.

DISCLOSURES

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, or skills required. Big Brothers Big Sisters of Acadiana reserves the right to modify job duties or requirements at any time.

LAST REVIEWED: February 2026