



JOB TITLE
FLSA STATUS
REVISION DATE

MENTORING SPECIALIST
FULL-TIME, NON-EXEMPT
MARCH 2020

JOB DESCRIPTION

POSITION SUMMARY:

Amachi Pittsburgh is looking for an enthusiastic self-starter capable of balancing the multi-dimensional role of Mentoring Specialist. This position calls for one who possesses a particular knack for connecting with and motivating people (youth and adults), demonstrates a high level of competence with and sensitivity to vulnerable populations while also managing the administrative functions of the job with timeliness and accuracy. Using the nationally recognized Amachi model, the Mentoring Specialist will carry out a strength-based, asset building, and collaborative approach to establishing, supporting and overseeing one-on-one mentor matches including case management to participants, making linkages to community resources and services as necessary. The Mentoring Specialist develops, monitors, and coordinates individualized match goals, baseline and follow-up home visits; and keeps track of each match's progress through the use of evaluation tools, surveys, and online electronic database(s). The Mentoring Specialist is required to work some evenings and weekends throughout the month, and therefore must be able to manage a flexible schedule, setting priorities and achieving goals.

ESSENTIAL DUTIES & RESPONSIBILITIES:

INITIATING MENTOR/MENTEE MATCHES

- Recruitment and intake of youth mentees – phone intakes, home visits, FERPA forms, etc.
- Recruitment of community partners, mentors, and volunteers
- Processing mentor applications – background checks, in-person interviews, reference checks, etc.
- Coordinating and/or facilitating trainings for partners, mentors, mentees, and parents/guardians
- Carefully matching mentees with most suitable mentors
- Management of mentor and mentee files in hard copy and electronically
- Participation in related partner/community meetings

PARTICIPANT SUPPORT:

- Case management
 - Baseline and annual assessments for each match
 - Developing and implementing customized match goal plans
 - Issue/conflict resolution, resource referrals
- Monitoring match activities, successes, and challenges
 - Ensure child safety through ongoing monitoring of activities, adherence to policies, etc.
 - Collecting monthly and annual reports
 - Addressing case alerts - grievances, premature match terminations, challenges, etc.
 - Consistent communication with mentors and parents/guardians
 - Documenting and celebrating mentoring success stories

- Creating and implementing innovative ways to support and empower participants
- Providing support to mentors, mentees, and parent/guardians
 - Planning, hosting and coordinating match activities within budget guidelines
 - Helping to coordinate organizational events with community partners
 - Coordinating ongoing trainings/workshops
- Active participant in community partnerships
 - Identifying and recruiting collaborating partners
 - Maintaining communication with partners
 - Attending appropriate partner/community meetings
 - Raises awareness by participating in community outreach events/activities
- Evaluating matches (in coordination with other program team members)
 - Assisting with the design and implementation of data tracking and analysis systems
 - Collecting and tracking student academic data within school policies
 - Completion and submission of required data collection/entry and reporting

EDUCATION /EXPERIENCE & CERTIFICATIONS:

- Bachelor's degree from a four-year college or university in a social service or related field required
- Master's degree in social work with clinical and case management experience preferred
- Experience working with collaborative partners, mentoring programs and/or family-centered, strength-based service provision
- Experience motivating and supporting others
- Ability to supervise MSW students, Americorps volunteers, and interns
- Act 33/34 and FBI Clearances are required
- Valid PA driver's license with a clean driving record and access to a reliable personal vehicle

OTHER SKILLS AND ABILITIES:

- Strong interpersonal, organizational, and intercultural communication skills
- Collaborative team player; willingness to pitch in and help the whole team succeed
- Broad knowledge and understanding of community resources
- Flexibility with schedule as evenings and weekends are required

ORGANIZATIONAL RELATIONSHIPS:

Reports to: Executive Director

Title(s) of direct reports (if applicable):

WORKING CONDITIONS: Works in a normal office setting with no exposure to adverse environmental conditions.

- Indoors in busy office, working in close proximity to co-workers
 - Travels throughout Allegheny County conducting school and in-home visits
 - Frequently required to work at a fast pace
 - Requires considerable concentration and creativity
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NOTE: This position description is intended to describe the general nature and level of work being performed by employees in this job. It is not an exhaustive list of all responsibilities, duties, and skills that may be necessary for this role. Personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.