



Cincinnati Youth Collaborative Corporate and Community Mentoring Manager

Position Title: Corporate and Community Mentoring Manager

Background: Cincinnati Youth Collaborative Mentoring Programs matches caring adults with students (grades 2-12) to help them stay in and graduate from school, improve their self-esteem and interpersonal relationships, and encourage post-secondary pursuits that lead to life success.

Reports to: Chief Program Officer

Job Function: The primary role of the Corporate and Community Mentoring Manager is to serve as the point of contact for the corporate and community stakeholders. Major responsibilities include the management of the direct service mentoring operations of the agency are implemented according to established best practices in the mentoring field, including direct supervision of volunteer engagement and mentor coordinators, and successful delivery of program objectives and outcomes. The Corporate and Community Mentoring Manager is responsible for the oversight of targeted activities for mentors/mentees and volunteers, conducts an evaluation to determine the program's effectiveness and seeks ways to continuously improve the program objectives. This role is responsible for keeping the organization informed of current research and information relevant to the program, as well as collaborating with corporate and community partners.

Core Duties and Responsibilities:

- Manage and delegate appropriate responsibilities to Mentoring Staff.
- Recommend new hires to Chief Program Officer, supervise, develop, train and evaluate staff progress throughout the year with year-end evaluation.
- Communicate program objectives and goals effectively with school personnel, families, referral agencies and other organizations on behalf of agency.
- Ensure the Mentoring team meets program goals.
- Ensure that program services are carried out timely with appropriate follow-up as needed.
- Engage regularly with volunteers through recruiting, training and ongoing support that strengthens retention, loyalty and growth of volunteers.
- Coordinate and assist Development Department with communication content for volunteers.
- Provide oversight and monitoring of best volunteer practices including strengthening volunteer training, risk and compliance.
- Manage evaluation and program data collection and interpret results for continuous improvement.
- Compile monthly data reporting as requested by Chief Program Officer

- Support Development Department with program data for reports as needed
- Assist in other programmatic functions as required, such as special events, to support the program.
- Assist Chief Program Officer in representing programs to the community including collaborations, meetings and activities.
- Identify, evaluate and implement improvements to program.

Knowledge, Skills and Experience

- Bachelor's Degree required.
- Master's Degree preferred.
- Experience in mentoring or youth related programs
- Minimum of 2 years of managing teams or like experiences.
- Experience with volunteer programs with proven results.
- Proven success in working with diverse populations (students, parents, volunteers, school staff, and corporate representatives) in a variety of settings, including those from low-income and/or urban backgrounds. Ability to navigate and adapt to different populations based on their needs with professionalism and diplomacy.

Core Competencies

- Strong and responsive customer service skills.
- Ability to build an atmosphere of teamwork within a team and be an organizational team player.
- Strong problem-solving skills with ability to execute solutions.
- Ability to inform, persuade and inspire a team.
- Excellent organizational skills, time management skills and ability to effectively balance and integrate task-oriented and process-oriented responsibilities.
- A demonstrated commitment to diversity and inclusion.
- Strong interpersonal, oral, and written communication skills with excellent and timely follow through.
- Adaptable and reliable in conflict, crisis or changing priorities.
- Proven success in working with a wide range of diverse populations (students, parents, volunteers, school staff, corporate representatives) with varying backgrounds

Physical and Mental Demands

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job. The employee is:

- Able to sit, stand, walk, climb, stoop, kneel or balance with body motor skills sufficient to enable incumbent to move around the environment.

- Digital dexterity and hand/eye coordination in performance of tasks.
- Able to speak and hear.
- Able to lift and move up to 10 pounds and occasionally lift and move up to 25 pounds.
- Able to use hands to finger, handle or feel, and reach with hands and arms.
- Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Able to compare, decide, problem solve, analyze, instruct and interpret.

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Revised: 07/20/2022