

June 2018

Big Brothers Big Sisters Position information for the following positions:

MENTORING COORDINATOR

BUSINESS DEVELOPMENT MANAGER



1. Background

There are literally thousands of children in Christchurch who, for one reason or another, find it difficult to cope with what life throws at them. Often lacking in self-esteem and self-confidence, these young people are longing for someone to take an interest in them, listen to what they have to say and to help them come to terms with life's challenges.

Why mentoring

Big Brothers Big Sisters is committed to the healthy development of young people. We recognize the challenges faced by young people in their growth from children into adults. One of the best things our society can offer its young people is a stable and caring relationship with an adult: one who listens, who is committed, who has a sense of humour, and is able to have fun. This isn't just a nice ideal, it has well researched and documented outcomes including improved well-being, self esteem, academic achievement and attendance along with reduced risk of drug and alcohol abuse. The New Zealand Government has developed the Youth Development Strategy Aotearoa which when summed says that well connected young people will be the most likely to traverse the difficult teenage years and become a well-adjusted adult. A further Ministry of Youth Affairs research review Young Males (2004) states that mentoring is one of three proven strategies to build connections for young males.



Objectives

The objective of Big Brothers Big Sisters of Christchurch is to build resilience in young people who are low in self-esteem and confidence, who lacks positive role models, in order to help them to achieve their potential. We work in primary and intermediate schools and in the community. We recruit, train and support volunteer mentors in order to enable them to have the skills necessary to make a significant impact on the social development of the young people. We find children aged between 6 and 12 most needing mentors. The relationship begins either in a school setting (School Based Mentoring) or in the community (Community Based Mentoring). Mentoring matches can last many years, and provide stability through a tumultuous time of life. Our coordinators provide regular ongoing, documented support and accountability and provide a necessary link between family, school, volunteer and young person.

Big Brothers Big Sisters around the world

Big Brothers Big Sisters was founded in The United States in 1904 and since has constantly been in the public eye. Recently, Oprah Winfrey has called for one million Americans to volunteer as mentors, Bart and Homer Simpson from *The Simpsons* have joined a "Bigger Brothers" mentoring programme, and past American First Lady, Laura Bush, has starred in television and radio commercials promoting Big Brothers Big Sisters.

Research has shown that young people who have a positive mentoring relationship are 40% less likely to use illegal drugs and alcohol, 52% less likely to skip school, are more confident in their schoolwork, and are better able to get along with their families. There is no question about the positive impact mentoring has on young people's lives. These benefits carry on into families, communities, and society, and beyond.

Internationally there are 280,000 young people with a mentor in 13 countries. In New Zealand, there are currently 15 Big Brothers Big Sisters agencies and there are new ones being established every year. In the calendar year of 2017, 165 young people benefitted from having a big brother or big sister in the Christchurch programme.

2. The Team

Matthew Button – Manager

Matthew works 32 hours per week as the manager of BBBS Christchurch. Matthew has led BBBS since its inception. The National Office consistently seeks Matthew expertise on a range of matters. Part of Matthew's role is being a mentor himself and supervising matches.

Matthew has also worked in youth mental health and youth work for a church. Matthew plays guitar and piano and still loves playing soccer during winter and the occasional tramp in summer. Matthew lives for those moments that confirm why mentoring is so valuable for both mentor and young person.

Kirsty Newberry – Mentor Coordinator.

Kirsty works 40 hours a week supporting matches in the south and east of Christchurch. She has been in the role for 2 years and has completed her Bachelor's degree in Psychology. She loves her dog (more than her job perhaps) and enjoys weekends away with her partner tenting. Kirsty loves gathering information and learning about what research can tell us about mentoring, and her curiosity extends to helping mentors reflect on their experience.

Faye Higgins – Mentor Coordinator

Faye works 34 hours a week supporting matches in the south-west and north-east of Christchurch. She has been in the role for 18 months, after a career supporting staff and students within special needs and early years education. She really nurtures and cares for the mentors she looks after and is always looking for ways mentors and their young people can have more fun experiences and opportunities together. She runs the group activities held termly for the mentoring matches and can always be relied on for a lovely staff morning tea.

Anna Chirnside - Administrator

Anna works 8 hours a week assisting with funding applications, bookkeeping and managing the office. She's been working for 2 ½ years and not only does a great job but also entertains us with her lovely singing voice and laughter!

New Position – Vacant – Mentor Coordinator

A new grant has opened up a new position to work from 30-40 hours supporting matches.

Vacant – Business Development Manager

This position was developed 2 years ago to develop marketing and fundraising. It is a broad role that manages external communications as well as leading grant funding and fundraising endeavours.

Please Note: The role of Assistant Manager is also vacant. This is not a stand-alone position, instead the role will be incorporated into one of the new or existing employees. This will be determined as part of this current recruitment process.

BBBS Board

The board or trustees meet every six weeks. The board includes Chair Simon Panckhurst (Clinical Psychologist), Rob Murfitt (District Court Judge), Kimberley Costelloe (Accountant), Lydia Hemingway (Senior Fundraiser), Roger Sutton (Business Consultant), Vanessa Thompson (Previous BBBS Co-ordinator), Summer Downes (Lawyer), Sonia Mazey (Deputy Vice Chancellor of Business and Law at UC), and Duane Smithson (Sales Manager at Ricoh). The average tenure of most experienced board members is approximately 6 years. Our patron is scrum doctor and All Black forward coach Mike Cron.

The Big Brothers Big Sisters has an office at St. Aidans Anglican Church at 63 Brookside Terrace (corner of Aorangi Road) in Bryndwr. Being based in a suburban environment means that the positions truly a part of the community around them and parking is never a problem. However, the Trust is needing to consider alternative premises as the staff team grows.

3. The Big Brothers Big Sisters Culture

The culture at BBBS is dominated by an unwavering passion for mentoring. The thing we love the most is sharing stories about our mentoring relationships. Usually it's a comment from a mentor or young person that confirms why we do this and gives you that warm tingly feeling all over. It is rarely about achievements but more often a reflection of the how the relationship is valued. So the work we do naturally creates open and honest lines of communication within the team.

This work can also be tough, some of the difficult life experiences of mentees can be difficult to hear about and when a match doesn't work despite lots of planning and hard work, it's gutting. And so it is accepted that the support we offer to our mentors and young people sometimes needs to apply to our colleagues. We take time to slow down and talk, focus on staff wellbeing, and have some fun when it's really busy and a bit stressful. The new funding for the Coordinator position is an exciting development that will ultimately help many more Christchurch young people.



4. The Risks

Both positions are permanent and long term. While we have been fortunate since the early days of having secured funding for at least the following six months and sometimes up to 10-11 months you may be aware that traditional significant funding grants from the Christchurch City Council, Rata Foundation and Lotteries are less secure than they were. Likewise, some other grant avenues are either changing their approach or having less funds available due to lower investment returns. All the positions at the Trust are reliant on grants, donations and the other fundraising efforts. The Board's response was to develop the Business Development role 2 years ago to ensure the Trust was doing everything it could to ensure the sustainability of the positions and the Trust as a whole. In the event of any challenging financial times, the Board have a plan to manage this and to ensure staff are well informed along the way.

5. The Roles

Assistant Manager

While Matthew takes the lead role in management, there is a need for cover in his absence and also to share the supervision of staff and decision making. **This is not a position in itself as the role will be incorporated into one of the current or vacant positions.** Applicants are advised to note in their covering letter whether they would like to be considered for this role. This position will attract a higher salary, in line with the Trusts pay structure, with a range of \$26-30 per hour.

Key tasks

1. Gaining a complete knowledge of the ins and outs of the Trust at an operational level.
2. Covering the Manager in their absence.
3. Working alongside the Manager in developing the programme and managing the challenges along the way.
4. Supervising staff as required.

Position 1: Business Development Manager

This position picks up on the back of the upward momentum created over the past 12 months, as the Big Brothers Big Sisters board and staff made a strong and concerted effort to building greater public awareness around the benefits of mentoring for our cities young people and promote the 100 years of reputable history and strong and trustworthy brand the programme offers. The position will continue to carry the efforts and foster new and existing community partnership and business development opportunities.

This is a fantastic opportunity to continue to build the public profile of the programme, to help shape this role and be in control of how you approach the objectives. There are many opportunities for growth and development that you and the core team can vision, strategise and implement together. While you will have strong support from the board you will have significant autonomy.

Someone with an entrepreneurial edge will take initiative to explore new business development opportunities and alongside this will oversee and manage the key business and individual supporter relationships. There will inevitably be much crossover between the profile management, marketing and business development. The Business Development Manager will have the assistance of the Administrator to complete grant funding applications.

The role is acknowledgement that any New Zealand organisation that doesn't just want to survive but expand and be around in the long term has to diversify their funding streams and think outside the box.

Key tasks

1. Manage current supporter database and develop new strategic relationships with businesses, corporates, donors and individuals - to aid the continued growth and sustainability of the mentoring programme.
2. Management of fundraising through donations, grants, sponsorship, bequests and special events.
3. Marketing and Brand Management.

This is a unique opportunity. While we have created a Job Description we are realistic that this could change as the role develops. This is a fantastic opportunity to shape this role and be in control of how you approach the objectives. While you will have strong support from the board you will have significant autonomy.

Alongside the responsibilities in fundraising, the role will oversee the marketing of the trust – from the website to facebook, newsletters and marketing collateral. There will inevitably be much crossover between the marketing and fundraising.

The role is anticipated to be 30-40 hours. This role will be a minimum of 30 hours per week and a maximum of 40. We are looking for someone with the right experience and skills who is the right fit for our team therefore, we are flexible to suit the needs of the successful candidates for both positions.

The hourly rate for this role is \$23-\$28 per hour but most staff begin the role lower in the scale until they are familiar with the role. You will need to have access to a vehicle and will be reimbursed for travel expenses.

Key Competencies

1. A healthy chunk of **knowledge and experience**. We are wanting your specialist fundraising expertise. While we have a very experienced board member in fundraising, you've got to have the technical goods at a reasonable level and we'll need you to prove it at the interview.
2. **Problem solving**. We are operating in an environment that gets tougher every year. We're taking a risk investing in this role. While your technical skills will carry you a long way you've got to be street smart, clever and innovative.
3. **Emotional Intelligence**. Know yourself, know people, and what's makes them tick, smile and give.
4. **Willingness to learn**. BBBS Chch staff and board members are always looking to learn, you'll need to be desperately inquisitive, curious and open.
5. **Conscientious**. Our mentees and mentor wellbeing is at stake. There's time to celebrate success, have fun and be mindful but you've got to be committed, efficient and effective.

Position 2: Mentoring Coordinator

The day to day tasks of the coordinator include

Recruiting, screening and training mentors

Mentors are recruited from a variety of sources. The coordinators are responsible for raising the Trust's profile in the community by attending and speaking at various events and networking with relevant organisations. Once potential mentors are found, the coordinators ensure their suitability through interviews and background checks before conducting four hour orientation training.

Finding the children who need mentoring

Sometimes parents directly refer their children to our programme but most often the coordinator will have developed relationships with community groups and schools in their area.

Facilitating mentoring that brings about good outcomes for young people by supporting the mentoring match

The coordinator makes the match between the mentor and young person and then serves as the primary liaison between parents, mentors and young people. Subsequently, coordinators conduct regular documented supervision contacts with mentors, young people and parents in person, over the phone and by email. Documenting these contacts is necessary and significant aspect of the role. It is important that coordinators are sensitive to the concerns of volunteer mentors, who can lack confidence in their own ability to be a good mentor. These individuals are treated with the utmost gentleness and respect, with coordinators taking care to affirm their efforts and successes, without over-burdening them with additional tasks. The coordinators' role also includes helping to bring these relationships to a healthy close when required. All contacts are documented using a purpose built caselog system.

The coordinator's role is therefore varied and dynamic. The biggest reward is seeing the kids' faces light up at the sight of their mentor, hearing their feedback on the benefits of this relationship, and sharing in their family's and teachers' pleasure at watching these children bloom. The coordinator is a largely autonomous agent, who works closely with Matt and the other coordinators. Working in a small office and team requires all staff to step up and to help out as required with a variety of tasks. It is important that the coordinators also serve as mentors because this enables them to understand the issues faced by other mentors, as well as experiencing the results of such a relationship.

The role is anticipated to be 30-40 hours. This role will be a minimum of 30 hours per week and a maximum of 40. We are looking for someone with the right experience and skills who is the right fit for our team therefore, we are flexible to suit the needs of the successful candidates for both positions.

There are times when the Coordinator will need to work evenings and a few hours in the odd weekend to supervise mentors, set up mentoring matches, volunteer trainings and group events. About half of the time will be spent in the office and the rest on the road, meeting with mentors, children, parents and other stakeholders.

The hourly rate for this role is \$23-\$28 per hour but most staff begin the role lower in the scale until they are familiar with the role. Coordinators need to have access to a vehicle and will be reimbursed for travel expenses.

Key Competencies

BBBS are looking for someone who has an underlying passion and understanding of young people; as well as the attitude and personal drive to become a key member of the team. The coordinator's success depends on their interpersonal and communication skills. The most valuable skill will be the ability to listen with the third ear, especially when supporting our fantastic volunteers, both to support them in their mentoring and their own personal development. Coordinators must feel at home in a variety of social situations but especially in their supporting of individual mentors. The most common form of communication is over the phone. You will enjoy having lots of human contact be it face-to-face, over the phone or by e-mail.

It is likely the successful applicant will come from a background in psychology, counseling, youth work, social work, teaching or customer care. They will have experience working with young people, adults and volunteers. In such a small organisation being a team player is critical, and open communication with everyone is a priority. Equally important is the ability to use your initiative and work independently in meeting goals. Basic office and computer skills are needed to create and maintain the systems that ensure the organisation continues to function and grow efficiently. Knowledge of Microsoft Excel would be helpful.

This position will excite people who want to make a genuine contribution to the young people of Christchurch by being an instrumental part of the mentoring programme. Who says individuals can't make a difference!

6. Practical Exercise

An essential part of the recruitment process is to demonstrate the key competencies for each position. Please cut and paste the problems below and include your answers and submit as a document called Practical Exercise with your first and last name e.g. "Practical Exercise – Joe Bloggs". **Applicants that do not submit answers to the questions below are unlikely to be successful in demonstrating sufficient ability to operate in this position.** We anticipate you will spend approximately 20 minutes completing this exercise. We thank you for taking that time.

Be sure to answer the correct practical exercise for the position you are applying for. You need only answer the exercise that is relevant to the position you are applying for.

(Feel free to use bullet points or short sentences.)

Scenario:

Practical Exercise for the Business Development Manager

A board member has identified a friend who they believe is capable of making a five figure gift to BBBS Chch. What steps do you take to secure a gift?

Practical Exercise for the Mentoring Coordinator

You have noticed that there is one Mentor who has not responded to your phone calls over the last two months, you are concerned about the lack of communication. This morning you take a call from the parent, who informs you that the Mentor has not shown up for the meeting with their youngperson.

1. What are the issues you need to consider? (no more than 70 words)
2. In order to resolve this situation, what would you do next? (no more than 80 words)

7. Submitting Your Application

To apply for the position, please email your application to matt@bbbs.nz or if this is not possible you can post to:

The Manager
Big Brothers Big Sisters of Christchurch
PO Box 20045
Christchurch 8543

Please attach three documents

1. Your cover letter
2. Your curriculum vitae
3. Your practical exercise as detailed above.

Your curriculum vitae should include evidence or example of your ability to meet the key competencies as well as answers to the scenario questions above. This is a big ask but give it a go. Please address your cover letter to Matthew Button explaining **why** you are interested in this position. Try and forget everything the so called experts tell you to do when applying for job. Instead show us your true colours. **Please ensure you are clear about which position you are applying for and whether you have an interest in the Assistant Manager role.**

Queries to matt@bbbs.nz in the first instance or (03) 358 4019 / 021 247 4748

Applications close 5pm Sunday 1 July, 2018

Your application **will be** acknowledged no later than July 2 and we intend to conduct interviews within 3 weeks of our closing date.

Thank you for your interest and we look forward to hearing from you.

Regards

Matthew Button
Big Brothers Big Sisters Manager

Simon Panckhurst
Big Brothers Big Sisters Board Chair
