



JOB TITLE: Lead Mentor, School-Based Programs

DEPARTMENT: Program

REPORTS TO: Director of Programs

FLSA STATUS: Non-Exempt

EMPLOYMENT STATUS: Full-Time

SALARY RANGE: \$40,000 – \$50,000

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 Lead Mentor, School-Based Programs is responsible for providing direct mentoring and supporting high-quality program implementation within assigned school and site-based programs. The Lead Mentor serves as a consistent, positive adult mentor (“Big”) to youth (“Littles”) through **small-group and individual mentoring relationships**, with a primary focus on the Agency's Big Futures Small Group Mentoring program.

Working primarily at assigned school/site locations, the Lead Mentor builds meaningful developmental relationships with youth; facilitates structured, curriculum-based mentoring experiences; supports youth growth and goal development; and creates safe, engaging environments that foster belonging, character development, and future readiness.

The Lead Mentor also supports youth enrollment, program documentation, attendance and data collection, school coordination, and other activities necessary for effective program implementation. Assigned schools, grade levels, cohorts, caseloads, and mentoring models may vary based on Agency partnerships and program needs.

ESSENTIAL FUNCTIONS

Mentoring & Youth Engagement

- Serve as an assigned Big to youth participating in Big Futures Small Group Mentoring and/or other school-based mentoring programs.
- Build consistent, developmentally appropriate mentoring relationships grounded in youth strengths, interests, goals, voice, and needs.

- Facilitate regularly scheduled small-group mentoring sessions using the approved Big Futures curriculum and program resources.
- Provide individual mentoring to assigned Littles when included within the approved program design.
- Deliver engaging, age-appropriate mentoring experiences focused on character development, goal setting, future exploration, life skills, healthy relationships, and other identified youth-development outcomes.
- Create a safe, welcoming, inclusive, and supportive mentoring environment that promotes belonging and positive peer relationships.
- Utilize positive youth-development, relationship-building, and group-facilitation strategies to support participation, engagement, behavior, and healthy group dynamics.
- Prepare for mentoring sessions in advance and adapt delivery appropriately to youth and group needs while maintaining program fidelity.
- Maintain appropriate professional boundaries and comply with all Agency child-safety requirements, Codes of Conduct, and applicable BBBSA Standards of Practice.

Youth Enrollment & Program Support

- Complete assigned youth enrollment activities in accordance with Agency procedures and applicable Standards of Practice.
- Conduct youth interviews, Orientation and Pre-Match Training, and other assigned enrollment activities.
- Communicate with parents/guardians and school personnel as appropriate to support completion of enrollment requirements and ongoing youth participation.
- Identify and document information relevant to youth strengths, needs, mentoring preferences, readiness, and group formation.
- Collaborate with Program staff in thoughtful group formation and mentoring assignments.
- Support youth participation and retention through consistent communication, relationship-building, and identification of barriers to engagement.

Program Implementation & School Collaboration

- Maintain a consistent, professional presence at assigned school/site locations and develop positive working relationships with school administrators, counselors, teachers, site champions, and other designated personnel.
- Implement programming according to established school/site schedules, applicable School/Site Implementation Plans, and Agency program requirements.
- Coordinate day-to-day scheduling, student transitions, attendance, program space, materials, and other implementation logistics with school/site personnel.
- Ensure program materials and mentoring spaces are prepared for effective session delivery.
- Communicate schedule changes, implementation challenges, student concerns, and other relevant information promptly to appropriate Agency staff.
- Participate in school meetings, activities, or training when relevant to program implementation and approved by the Agency.
- Represent Big Brothers Big Sisters professionally within assigned schools and communities.

Match Support, Documentation & Outcomes

- Participate in required professional Match Support and supervision for assigned mentoring relationships and groups.
- Maintain accurate attendance, session, mentoring, and participant documentation within established timelines.
- Complete required program documentation, youth-development plans, surveys, assessments, outcome measures, and other data requirements.
- Maintain accurate and timely participant and program information in Matchforce and other approved Agency systems.
- Monitor youth engagement, relationship development, group dynamics, and progress toward identified goals.
- Promptly communicate and document child-safety, youth well-being, behavioral, relationship, or participation concerns in accordance with Agency procedures.
- Support required program evaluation, quality assurance, and continuous-improvement activities.

Team & Agency Engagement

- Participate in regular supervision, team meetings, case consultation, training, and professional development.
- Collaborate with Program staff to review youth progress, group dynamics, and overall program implementation.
- Provide feedback on curriculum, activities, program resources, and implementation based on direct experience with Littles and school partners.
- Support program planning, enrollment, training, summer programming, special activities, and other Agency initiatives when regular school-based programming is not in session.
- Support occasional evening or weekend program activities or Agency events.
- Perform additional duties as assigned to support the mission and success of the Agency.

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, education, human services, psychology, 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 education, mentoring, social work, counseling, social services, youth development, or a related field.
- Experience working directly with middle and/or high school-aged youth in a school, mentoring, youth-development, education, after-school, or community-based setting preferred.
- Experience facilitating groups of youth preferred.

Knowledge, Skills & Abilities

- Understanding of child and adolescent development and positive youth-development principles.
- Demonstrated ability to build trusting, appropriate, and consistent relationships with youth.
- Strong youth engagement and group-facilitation skills.
- Ability to create an inclusive, welcoming, respectful, and supportive mentoring environment.
- Ability to establish clear expectations and utilize positive behavior-support strategies.
- Ability to assess and apply relational support skills, including guiding, supporting, advising, problem-solving, and appropriately addressing challenges.
- Ability to recognize and appropriately respond to child-safety and youth well-being concerns.
- Ability to develop positive and productive relationships with school personnel, families, colleagues, and community partners.
- Ability to work independently at assigned school/site locations while maintaining strong communication and accountability to the Agency Programs Team.
- Strong organizational, time-management, documentation, and follow-through skills.
- Ability to adapt to changing school schedules, youth needs, group dynamics, and program circumstances.
- Exceptional written and verbal communication skills.
- Understanding of confidentiality requirements and ability to handle sensitive information appropriately.
- Working knowledge of customer relationship management systems; Salesforce/Matchforce experience preferred.
- Passion for the mission of Big Brothers Big Sisters and commitment to the Agency's values of Access, Belonging, and Opportunity.

Other Requirements

- Must successfully complete and maintain all Agency-required employee screening, background checks, training, and child-safety requirements.
- Because the Lead Mentor serves directly as a Big, the employee must also satisfy applicable enrollment, screening, training, conduct, safety, and ongoing support requirements associated with participation as a mentor.
- Ability to work flexible hours, including occasional evenings and weekends as needed.
- Reliable transportation, valid driver's license, and automobile insurance required.
- Ability and willingness to travel regularly to assigned schools/sites within the Agency's service area.

WORK ENVIRONMENT / PHYSICAL REQUIREMENTS

This position operates primarily in school/site-based and office environments with regular local travel. Specific school assignments, grade levels, program schedules, and geographic locations will be determined based on Agency partnerships and program needs.

The Lead Mentor's regular schedule will generally align with the operating hours and mentoring schedules of assigned schools/sites. When schools are not in session, the employee may

support enrollment, program planning, training, documentation, curriculum preparation, summer programming, Agency initiatives, or other assigned responsibilities.

The role requires the ability to work flexible hours, including occasional evenings and weekends, to meet program 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: August 2026