



Position Title: Mentor Program Match Manager

Reports To: Mentor Program Manager

Status: Exempt, Full Time

Compensation: Full-time Salary, Commensurate with experience and education. Full benefits.

About Fresh Lifelines for Youth

Fresh Lifelines for Youth (FLY) is currently operating in Santa Clara, San Mateo and Alameda Counties. Working with juvenile justice youth and those at-risk of entering the system, FLY's mission is to prevent juvenile crime and incarceration through legal education, leadership training and one-on-one mentoring. At FLY, we believe that all our children deserve a chance to become more than their past mistakes. However, many children who end up in the juvenile justice system often do not get that chance and they do not have the knowledge, skills or support they need to lead productive lives. They often believe that by the time they are 18, they will be in prison or dead. But, it doesn't have to be this way.

FLY provides legal education, leadership development and mentoring to youth, builds a community who will support their healthy development and helps our juvenile justice systems be more effective and humane. As a result, FLY works collaboratively with all our system partners to actively engage in system reform efforts, and FLY is often asked to take a leadership role in local detention reform work. Together we inspire our at-risk youth and give them a chance to transform from juvenile delinquents into positive community leaders, creating a safer, healthier and happier community for us all.

For more information about Fresh Lifelines for Youth please go to: www.flyprogram.org.

Mentor Program Match Manager - Position Summary

The Mentor Program Match Manager reports to the Mentor Program Manager, is a part of the Mentor Program team, and supervises all elements of the volunteer/youth recruitment, volunteer/youth screening, planning and implementation of training and events, and providing general administrative support to the Mentor Program team. The Mentor Program Match Manager facilitates the workflow process for youth and volunteers with collaboration from the rest of the Mentor Program team.

Primary Responsibilities

- **Recruitment of Volunteer Mentors from Local Universities, Graduate Schools and Community**
- **Support Recruitment of Mentees from Santa Clara County Probation**
- **Interview and Screen Volunteer Mentor Applicants**
- **Plan and Implement Initial Training of Volunteer Mentors**
- **Plan and Implement Quarterly Mentor Support Meetings**
- **Plan and Implement Monthly Mentor/Mentee Activities**
- **General Program and Administrative Support**
- *Other duties as needed and assigned*

Qualification and Competency Requirements

Positional Competencies – required for our Mentor Program Match Manager

- **Experience and Education:** At least 3 years of increasing responsibility in Case Management, Program Coordination or Program Management in a nonprofit or business setting is preferred. A Bachelor's degree is preferred, ideally in a related field. Work or volunteer experience with underserved and disadvantaged youth is a plus.



- **Computer Skills & Data Analysis:** Experience with Microsoft Office; Volunteer Management databases; Google tools (Docs, Calendar, Gmail). Experience understanding data and how it informs programmatic changes and impacts performance management.
- **Project & Team Management:** Develops and implements systems that support the Mentor Program mission; regularly evaluates systems for effectiveness; anticipates challenges and responds appropriately to unforeseen problems; demonstrates good instincts regarding long-term impact and implications of action; and makes effective decisions and achieves results in the midst of change.
- **Community Engagement:** Experience working with diverse community organizations throughout the greater area.
- **Strong Communication Skills & Interpersonal Charisma:** Exceptional oral and written communication skills including the demonstrated ability to communicate the mission, purpose and value of programs to attract both youth and volunteers to the opportunity. Ability to effectively gather and present information to top management, program staff, volunteers, parents and youth as needed.
- **Relationship-building:** Ability to initiate, develop and maintain trusting relationships in a short period of time with youth, parents, volunteers, those representing the juvenile justice system, other key external stakeholders and FLY staff.

Organizational Competencies – required at FLY

- **System-wide Thinking:** Builds vision guided by the Strategic Plan and the needs of youth being served. Uses role to champion FLY's strategic vision internally and externally. Strategizes and implements rather than just completes tasks.
- **Growth Mindset:** Expressed alignment with FLY's Theory of Change model and its ability to drive outcomes and success. Possess the belief that all people are capable of change and that "all our children deserve a chance to become more than their past mistakes."
- **Decisive & Accountable:** Well-honed ability to independently anticipate and analyze situations, define problems and objectives, recognize viable alternatives and formulate rapid solutions. Be accountable to the Mentor Program and the FLY Team.
- **Emotionally Intelligent & Culturally Responsive:** Aware of one's own emotions, perspectives, culture and beliefs, as well as responds respectfully to those of others. Ability to adapt to change and respect differences in a diverse environment.

Availability for occasional evening and weekend work and for travel as needed.

The Mentor Program Match Manager is a full-time exempt position. FLY offers a competitive salary structure and full benefits. Compensation is commensurate with experience and education.

Interested applicants please submit a thoughtful Cover Letter and Resume to jobs@flyprogram.org.