

Position Title: Youth Mentor Program Coordinator

Position Location: hybrid (4 days a week in our Portland & Lewiston offices)

Schedule: 35-40 hrs per/week (9am-5pm)

Position under the supervision of: Leadership Programs Manager

Compensation: \$24-26/hour (Based on experience)

**POSITION SUMMARY:** This position is responsible for managing an assigned caseload of youth mentorship clients (mentees”) and their mentors. The candidate will be expected to coordinate effective communication between mentors and mentees, as well as onboarding new mentees, assessing mentee needs, developing, implementing, and reviewing plans of care, and working with other community resources in meeting/achieving mentee service needs. The candidate will also be responsible for recruitment, training, and onboarding of new mentors according to program needs.

**Responsibilities:**

- Conducts screening of new clients following the guidelines of the agency and agency approved procedure, which ensures that all individuals are adequately, and appropriately served according to their individual needs and in accordance with grant directives.
- Accepts newly assigned cases and screens potential mentee clients for eligibility according to the grant guidelines. Performs intake needs assessment with new mentees and enrolls them into the Client Track EMR system.
- Recruit, onboard and train mentors according to the program guidelines
- Provides face-to-face support to the clients on at least a 2x/month basis to determine the progress made in reaching service goals so that the Goals and Activities plan can be modified as necessary to ensure that the goals and objectives are being achieved. The frequency of reviews will be determined by grant and program requirements.
- Documents all service contacts on a timely basis including face-to-face meetings, collateral and networking contacts, correspondence and maintains the case records in accordance with agency and grant standards and requirements.
- Develops appropriate Goals and Activities Plans with mentee clients in order to provide appropriate services and to develop professional relationships with clients.
- Organizes trainings, events, and skill building opportunities for program participants.
- Provides on-going supportive and/or case management services in accordance with the problems, needs, and the strategies identified within the goals and activities plan to help the clients to achieve the stated goals and objectives.
- Participates in interagency planning and service coordination activities as directed to improve and enhance service continuity and effectiveness for clients.
- Performs budgetary and administrative tasks.
- Tracks and monitors program activities by updating program records weekly.
- Works with the Leadership Programs Manager and the Director of Programs to report to funders according to their guidelines.
- Organizes activities for mentors and mentees to foster collaboration and widen their social circles
- Conducts community outreach, in person and on social media, to spread the word about the program.

- Assists the Leadership Programs Manager, Director of Programs and Director of Operations in fundraising for the program.
- Utilizes a strong collaborative skillset to develop relationships with key stakeholders internally and externally.
- Performs other duties as assigned by the supervisor which are consistent with the position and in compliance with agency and grant policies and procedures.

**Qualifications:**

- 3- 5 years of experience with Case management
- Proven ability to work cross culturally and with a multitude of stakeholders and stakeholder interests.
- Proven ability to collaborate and coordinate across organizations to consider and uphold the needs, opportunities, and goals for a multi-stakeholder group towards shared vision building and values across agencies.
- The ability to work effectively both independently and as part of numerous overlapping collaborative teams.
- Experience working with Salesforce, Eccovia Client Track or other database applications is highly desirable.
- Ability to travel for events which sometimes occur on nights and weekends.
- Exceptional communication skills in all forms and contexts, verbal and written.
- Passion for, and experience with, working with youth.

**Benefits**

Benefits: Paid vacation time (including MEPL), 12 paid holidays, 5 sick days/year, medical and dental insurance, retirement savings plan with employer match, discount on UNE tuition, and professional development opportunities.

**To Apply:**

To those interested in applying to be the Youth Mentor Program Coordinator with Gateway Community Services Maine, please send your resume & cover letter via email, with the subject line “YMP Coordinator – Last name” to our Leadership Programs Manager, Osama Mohamed: [osama.mohamed@gcsmaine.org](mailto:osama.mohamed@gcsmaine.org)

**Gateway Community Services Maine is an Equal Opportunity Employer**