

**Memorandum of Understanding – Mentor Managers**  
between  
**Big Brothers Big Sisters of the Sun Coast, Inc.**  
and  
**The School Board of Sarasota County, Florida**

This Agreement is entered into this 5th day of June 2012, by and between Big Brothers Big Sisters of the Sun Coast, Inc. hereinafter referred to as “BBBSSC”, located at 101 W. Venice Ave., #34, Venice, Florida 34285, and The School Board of Sarasota County, Florida, hereinafter referred to as “SBSC”, located at 1960 Landings Boulevard., Sarasota, Florida 34231-3331.

**Purpose**

The purpose of this Agreement is to delineate the relationship and responsibilities shared by BBBSSC and SBSC regarding school based mentoring services provided to at-risk youths by the Mentor Managers, in accordance with the job description attached hereto as **Attachment A**. Under this agreement, Mentor Managers will provide specific services to students enrolled in the Performance Based Diploma program at high schools in Sarasota County.

**BBBSSC Responsibilities**

BBBSSC will:

1. In cooperation with SBSC and its school principals, recruit, hire and pay two (2) Mentor Managers, who will enroll, match and provide ongoing mentor management services to students and volunteer mentors at the following schools:

Booker High	Sarasota High
Venice High	North Port High
Riverview High	
2. Provide a staff liaison to interface with appropriate SBSC staff to assure that quality services are provided
3. Provide Community awareness of the need for and value of volunteer mentors
4. Provide Partnership development in collaboration with the PALS Partners in Education office
5. Provide a Partnership Director that is dedicated to engaging businesses, clubs and faith based organizations in large scale mentoring involvement
6. Provide orientation program to Volunteer recruitment staff, answer potential volunteer questions, and direct them to the PBD School based mentoring experience
7. Provide enrollment and screening staff to conduct:  
Background security including –
  - a. All criminal and DVM records;
  - b. All fingerprinting;
  - c. All background and reference checks;
  - d. In-depth interview of potential mentors;
  - e. Final assessment and evaluation for each potential mentor

All individuals assigned to schools will meet screening requirements as described in Section 1012.32, Florida Statutes

8. Provide dedicated on-site staff to coordinate with PBD staff
9. Provide all administrative services
10. Provide Mentor management match follow-up, supervision and support.

### **SBSC Responsibilities**

SBSC will:

1. Provide a staff liaison at each school to identify appropriate students for mentoring, obtain BBBSSC signed permission forms from the parent or guardian of identified students and referral of said students to BBBSSC Mentor Managers
2. Provide a staff liaison at each school to coordinate and collaborate with the Mentor Manager to provide optimal customer service to student and mentor
3. Ensure that each school site provides a location for convenient access to the PALS Count computer for mentoring programs directed to at-risk high school students
4. Provide appropriate organizational space for Mentor Managers in their assigned high schools
5. Provide Mentor Managers appropriate computer access and related training
6. Ensure that space is provided for students and mentors to meet at each high school
7. Provide student academic and attendance records to allow for mentoring program outcomes measurement.
8. Ensure that infrastructure is in place to accommodate multiple mentors at the school sites during the same time interval, i.e. parking spaces
9. Work with the BBBSSC liaison to assure program implementation, sharing any concerns or suggestions as appropriate.
10. Provide monthly reimbursement to BBBSSC upon receipt of required financial statements and requests for payment. Reimbursement will be at the rate of \$5,500 per month for a period of twelve months, July 1, 2012 through June 30, 2013, (Total \$66,000.00)

### **TERM OF AGREEMENT**

This Agreement shall be effective July 1, 2012, and remain in effect through June 30, 2013. This Agreement may be modified only with the consent of both parties. Any party hereto may terminate this Agreement, without cause, upon written notice thirty (30) days in advance of the desired date of cancellation.

Signed:

\_\_\_\_\_  
Joy F. Mahler, CEO  
Big Brothers Big Sisters of the Sun Coast, Inc.

Date: \_\_\_\_\_

\_\_\_\_\_  
Caroline G. Zucker, Chair  
The School Board of Sarasota County, Florida

Date: \_\_\_\_\_

Approved for Legal Content  
May 21, 2012, by Matthews, Eastmoore,  
Hardy, Crauwels & Garcia, Attorneys for  
The School Board of Sarasota County, Florida  
Signed: ASH

## BIG BROTHERS BIG SISTERS OF THE SUN COAST, INC.

Position Description

Position:	Mentor Manager- Decisions to Win
Dimensional Data:	Exempt, Full time
Starting Salary Range:	Commensurate with Experience
Immediate Supervisor:	Program Director

Position Vision: To provide high-level customer service throughout the effective implementation of the volunteer and child support process and position Big Brothers Big Sisters of the Sun Coast in the marketplace as the not-for-profit organization of continued participation.

Position Responsibilities: (in compliance with agency and national standards)

Mentor Management Decisions To Win

- Executes agency policies and procedures in supporting clients and volunteers (and parents where required)
- Recruits volunteers and maintains a caseload according to mentor manager function
- Provides program support and contacts according to agency policies
- Provides supplementary intake for client and volunteer applicants (as needed)
- Conducts client/parent/volunteer annual review of their success meetings as required
- Supports assigned matches through telephone contact as required
- As necessary, provides in-depth case management consultation, including appropriate resource referrals to matches experiencing difficulties
- Maintains a positive working relationship with other agency partners
- Provides volunteer activities that promote volunteer development
- Provides parent support groups where indicated
- Encourages the rematch of closed volunteers

Specific Functions:

1. Through scheduled in-person, telephone and electronic contact, ascertain that the elements of child safety, match relationship development, positive youth development and volunteer satisfaction are fulfilled and that potential problems and barriers are identified and addressed as early as possible. Promptly notify supervisor regarding concerns, which may negatively impact the match.
2. Document and monitor all elements of match support and supervision.
3. Assess individual training needs, information and support needs for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.
4. Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
5. Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
6. Develop, market and present match activities that offer volunteers and children a variety of opportunities for group interaction and agency affiliation.
7. Implement and promote match activities to support ongoing volunteer involvement through individualized recognition, annual events, and reengagement strategies.
8. Establish, monitor and meet goals for match length and customer satisfaction. Utilizing P.O.E, assess match impact on youth development.
9. Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly refer exit interview to supervisor for completion.
10. Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
11. Identify and promote re-engagement of volunteers as Bigs' board members, donors and in other volunteer capacities.
12. Provide timely and comprehensive written summaries of all contacts.

Outreach and Recruitment of volunteers

- Assists with the recruitment efforts for the site and community
- Works collaboratively with the Site Director or Team Leader to maximize recruitment efforts
- Develops community partnerships in collaboration with agency development activities
- Ensures availability of volunteers for agency events and outreach programs

Position Requirements

Must possess as a minimum a Bachelor's Degree with successful involvement in personnel management, community development, and projects management

Must be willing and able to work an average of 40-45 hours per week

Must be willing and able to travel when necessary

Must be willing and able to work with diverse populations in diverse territories

Must be willing and able to make last minute changes to accommodate job responsibilities

Must have viable transportation

Must be available to attend events in the early morning, evening and weekend