



### **The Organization: Fostering Great Ideas**

Our vision is that all the children, youth, and young adults in foster care feel valued and cared for during a time of stress and uncertainty. To realize the vision, we provide innovative, community-led solutions to emotionally support each individual at every step of their journey. Details are available at [www.fgi4kids.org](http://www.fgi4kids.org)

### **The Position: Manager of Volunteer Services, Life Support Mentor Program**

Life Support is designed for older youth and young adults who experience foster care to receive ongoing guidance and support through trained, capable volunteer mentors. The Volunteer Support Manager trains the mentors, connects the mentors with their clients, and supports these relationships, often for multiple years.

This position is flexible in time of day to work and in the number of hours per week. Half of the work is online, with the program manager responding to email at their convenience, day or night. The other half is often related to calls with volunteers, where the manager's advice is important to how a volunteer may engage their mentored youth and in-person meetings with community partners, for maintaining relationships and growing opportunities.

Volunteers are the manager's primary customer. Giving each volunteer full attention and going above and beyond with their requests and needs is critical to the program's success.

Requests will cover the following areas:

- How to handle a clinical matter.
  - My mentee is not talking to me about her pain. How can I help her open up?
  - My mentee is not showing any interest in school. What do you think is going on?
  - My mentee is rebelling at the foster placement. Help me understand what to do!
  - My mentee wants to go to see his family. Can't I help him? How should I respond?
- How to handle a situation mentee has with authority.
  - My mentee wants out. He is really negative about the placement. Can I help?
  - My mentee feels she is not being heard by her case management team. She wants me to talk with them. Should I? Is there another solution?
- How to handle the volunteer's own feelings.
  - I feel like giving up. The youth is not engaging and not listening to anyone.
  - I feel frustrated with the system. I don't feel my emails are returned. It's not worth it.
  - I feel great after 2 months with this kid. He's the best. This is going to be easy! Why did you guys paint such a difficult picture?

The position is non-exempt, hourly between 30-40 hours per week. The pay is \$20+/hr, with additional compensation up to 20 PTO and 5 sick days payable annually. The organization does not offer medical benefits, but does offer professional development support and guidance.

## Program Goals

The employee is responsible for further developing Life Support in order to meet three goals:

1. Mentors are engaged and feel fully supported in their efforts.
2. Mentor relationships are long-standing, helping youth in foster care to heal and thrive.
3. Volunteer numbers increase as does demand across the state of SC, at a rate of 10 new volunteers each quarter and 10% annual increase in services demand each year.

## Applicant Requirements and Preferences

- Requirement of post-secondary degree (or working towards degree or advanced certificate).
- Strong preference for 3+ years of stable work experience.
  - If an applicant has been out of the workforce, similar commitments in the community.
- Strong preference for clinical knowledge and practical skills related to trauma management.
- Full embrace of our corporate culture, namely, a spirit of inclusion, respect and dignity, team collaboration, effective communication, and strong productivity.

## Other Requirements

- Use of own computer, phone, and printer. Organization reimburses for office expenses.
- A positive attitude – you will be working with stressed systems. If you show frustration with the obstacles that will arise, the work will very quickly turn into a game of blame and pointing fingers. We honor everyone and focus on partnership and mutual respect.
- Strong interpersonal skills, leadership skills, active listener, motivational interviewing skills, empathetic, detail-oriented, organized, and proactive.

*To apply, send your resume to [Connect@fgi4kids.org](mailto:Connect@fgi4kids.org) Thank you.*