Position Title | Mentor Program Coordinator
---|---
Department | Programs
Reports To | Program Operations Lead
Position Status | 20 hours per week, part-time, non-exempt, non-supervisory
Hourly Salary | $19 - $21
Location | Remote
Schedule | Weekdays, with some flexibility in schedule, including some weekends and evenings as required by various events.
Benefits | Paid Sick Time Off and can participate in an employee-contributed 403b Retirement Plan. Upon the 2nd year of service, employees receive – partial paid Holidays and accrue Paid Time Off.
Hire Time Frame | Immediate Hire

***To ensure best use of time, please confirm you are qualified to apply to this job by checking the Qualifications section below.***

**Position Overview:**
The Autism Community in Action (TACA) is dedicated to providing education, support, and hope to families impacted by autism. Within the Program Department, TACA’s support programs, including the Mentor Program, equip parents with the knowledge and tools to develop actionable plans for their families.

We are seeking a dedicated individual who thrives in collaborative and innovative environments. Reporting to the Program Operations Lead, you will work closely with the Program Support Team, volunteer TACA Mentors, and Mentees to ensure the seamless delivery of our mentorship program. TACA Mentors are experienced autism parents who volunteer their time to help others going through their autism journey.

In this role, you will be responsible for ensuring the quality and success of our mentorship program by managing all aspects of mentee and volunteer mentor recruitment, screening, matching, monitoring, and closure. The ideal candidate will possess strong organizational skills, effective communication abilities rooted in empathy, and the ability to remain composed in challenging situations. Alignment with TACA’s mission and messaging is crucial for effectively conveying these aspects across all external platforms. Flexibility and adaptability are essential, as you will collaborate closely with the Program Director, Team Leads, and various stakeholders to support the mentorship program’s objectives.

This is a remote position with flexibility in working hours. The Mentor Coordinator must be available to work occasional evenings and weekends to accommodate virtual events.

**Essential Responsibilities:**
- Facilitate volunteer mentor and mentee orientation, volunteer training, and matching activities to align with program objectives and enhance outcomes for mentees.
- Monitor and ensure volunteer mentors complete the necessary TACA training modules to stay current with the organization’s mission and objectives.
- Implement program policies and procedures for screening mentors and mentees, ensuring participant safety and confidentiality.
- Track, monitor, and follow up on incoming mentee requests and mentor assignments.
- Administer the Mentor Facebook Group, managing posts, memberships, and inquiries.
• Develop and execute retention strategies and recognition activities for mentor program participants.
• Conduct regular check-ins with mentors, mentees, and parents/guardians, making referrals to other TACA programs as needed.
• Administer yearly satisfaction surveys of mentor services, analyze data, and make recommendations for program improvements.
• Recruit new mentors based on qualified applicants and collaborate with the team to establish program requirements, enrollment forms, activities, and guidelines.
• Motivate, acknowledge, and inspire volunteer mentors.
• Perform other reasonably related tasks as assigned by the Development, Program and Finance Departments or by the CFO and Executive Director.

Qualifications and Requirements:

• Knowledge of Autism is preferred, including an understanding of current topics in autism: medical, educational, diet, teen and adults, home life, etc. and awareness of challenges faced by families on an autism journey and across the spectrum of need.
• High proficiency with Microsoft Office Suite and Teams, Social Media Platforms, and tools for virtual meetings is required, along with a willingness to learn about TACA's CRM. Proficiency should include Microsoft Teams, PowerPoint, Zoom, Webex Events and other virtual meeting software, and social media such as Facebook and Instagram.
• Bachelor's degree preferred or equivalent experience; HS Diploma or GED equivalent is required.
• Experience in recruiting and developing volunteers.
• Excellent written and verbal communication skills with the ability to produce timely and impactful content and communicate with compassion and discretion.
• Ability to work independently and collaboratively as part of a team.
• Experience in recruiting, developing and motivating volunteers.
• Bilingual in Spanish is a plus but not required.

Key Competencies:

• Highly motivated, independent worker or team player who is deadline-driven with the ability to multitask in a fast-paced environment.
• Ability to plan strategic goals for support and measure the success of initiatives.
• Ability to remain calm in stressful situations, pivot as needed and think forward.
• Excellent verbal and written communication skills and competency to answer questions with accurate, clear details and facts, that align with TACA messaging.
• Understanding the needs of families on a journey with autism while supporting a diverse and dynamic community with an open-minded and respectful approach.
• Uphold the guidelines of TACA’s mission and messaging in every support event.
• Leadership abilities in fostering a community that values Diversity, Equity, and Inclusion.

About The Autism Community in Action (TACA):
The Autism Community in Action (TACA) is a national nonprofit 501(c)(3) organization founded in 2000 by Glen and Lisa Ackerman with the mission to provide education, support, and hope to families living with autism. Headquartered in Irvine, CA, with staff and volunteers working across the country. Programs include virtual support and education events, parent mentors, Hope and Help for Autism private Facebook group, website resources, in-person support meetings, conferences, and scholarships. For more information, visit www.tacanow.org.
Apply for this position:

Please submit your resume and a brief description of why you feel you are the best candidate for this position to heather.nelson@tacanow.org, People Resources, Culture & Engagement Manager and susan.tordini@tacanow.org. At TACA, we value diversity in our workplace. If you need reasonable accommodations for the application and/or interview process, please include that information.

The Autism Community in Action maintains a work environment free from discrimination, one where employees are treated with dignity and respect. All employees share in the responsibility for fulfilling TACA’s commitment to equal employment opportunity.

TACA follows all State, County and Federal guidelines pertaining to COVID and the spread of COVID.