

**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 21<sup>st</sup> day of May, 2024, by and between Big Brothers Big Sisters of the Sun Coast, Inc., a Florida not for profit corporation, hereinafter referred to as “BBBSSC”, located at 1000 S. Tamiami Trail, Suite C, Venice, Florida 34285, and The School Board of Sarasota County, Florida, hereinafter referred to as the “Board”, 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 Board 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 Sarasota County district high schools.

**BBBSSC Responsibilities**

BBBSSC will:

1. In cooperation with the Board 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, Riverview High, Venice High, North Port High, Triad Alternative School, Pineview School, Suncoast Polytech School and Oak Park School**

2. Provide a staff liaison to interface with appropriate Board staff to assure that quality services are provided, including quarterly monitoring of data requested from the Board.
3. Provide community awareness of the need for and value of volunteer mentors.
4. Provide partnership development in collaboration with the TeamUp Volunteer & Partnership Council.
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 school-based mentoring contact.
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; and
  - 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, and BBBSSC will immediately furnish to Board any notifications of arrests it receives with respect to its volunteers, employees or agents who are present on school grounds.

8. Provide dedicated on-site staff to coordinate with Sarasota County Schools site-based liaison.
9. Provide all administrative services.
10. Provide Mentor management match follow-up, supervision and support.
11. Hold harmless, indemnify, and defend Board, its agents, servants, employees, in their official and individual capacity, from any demand, claim, suit loss, cost, expense or damage which may be asserted, claimed or recovered against or from Board, its agents or employees, in their official or individual capacity, by reason of any damage to property or injury or death of any person which arises out of, is incident to, or in any manner connected with this Agreement. This provision shall survive termination of this Agreement and shall be binding on the parties, successors, representatives and assigns and cannot be waived or varied. Nothing in this provision is intended to waive any sovereign immunity, pursuant to Section 768.28, Florida Statutes, to which Board may be entitled.
12. Provide a minimum of \$500,000.00 comprehensive general liability insurance naming Board as an additional insured. As evidence of such insurance coverage, BBBSSC shall furnish Board with a Certificate of Insurance prior to commencing services under this Agreement.
13. Comply with Florida's Public Records Law including:
  - a) keeping and maintaining public records that ordinarily and necessarily would be required by the Board in order to perform the service;
  - b) providing the public with access to public records on the same terms and conditions that the Board would provide the records and at a cost that does not exceed the cost provided in The Public Records Law;
  - c) ensuring that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law; and
  - d) meeting all requirements for retaining public records and transfer, at no cost, to the Board all public records in possession of BBBSSC upon termination of the Agreement and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the Board in a format that is compatible with the information technology systems of the Board.

**IF BBBSSC HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES TO ITS DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT 941-927-4009, [publicrecordrequest@sarasotacountyschools.net](mailto:publicrecordrequest@sarasotacountyschools.net), THE SCHOOL BOARD OF SARASOTA COUNTY, FLORIDA, 1960 LANDINGS BLVD., SARASOTA, FL 34231.**

## **Board Responsibilities**

Board 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 TeamUp Volunteer & Partnership Council 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 \$16,500.00 per quarter due on October 15, 2024, January 15, 2025, April 15, 2025 and June 15, 2025 for a period of twelve (12) months, July 1, 2024 through June 30, 2025. (Total \$66,000.00).
11. Notwithstanding any other term of this Agreement, Board, in its sole discretion, may limit or prohibit access to any or all of its school sites for these activities. In the case access to school sites is limited or prohibited, BBBSSC shall provide its services to students through remote or off-site means.

## **TERM OF AGREEMENT**

This Agreement shall be effective July 1, 2024, and remain in effect through June 30, 2025. 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. Upon termination, neither party will owe to the other any further performance under this Agreement.

Signed:

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

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Date

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Karen Rose, Chair  
The School Board of Sarasota County, Florida

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Date

Approved as to Form and Legal Content  
by Shumaker, Loop & Kendrick, LLP  
Attorneys for The School Board  
of Sarasota County, Florida  
Signed: MRM  
Date: May 15, 2024

<b>Position Title:</b> Manager - Mentoring		<b>Job Code:</b> Prgm-MgrMent-01
<b>Department:</b> Program	<b>Location:</b> As Assigned	
<b>Reports To:</b> Sr Director - Programs	<b>Creation Date:</b> June 2017	
<b>Overtime Status:</b> Exempt      Non-Exempt	<b>Revision Date(s) :</b> June 2021, July 2022	

**Position Purpose:** The primary responsibility of this position is 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.

**Essential Duties and Responsibilities (in priority order):** The following statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBSSUN may change the specific job duties with or without prior notice based on the needs of the organization.

- Completes Volunteer and child/parent interviews and assessments in preparation for matching.
- Maintains a match caseload according to annual goals established for position.
- Adheres to BBBSNA and Agency standards and protocols related to evaluating and enrolling volunteers and children to the programs.
- Develops a culture of teamwork and positive work environment in order to meet and exceed the goals of the position.
- Ensures that all volunteers receive an initial engaging, positive and personalized interaction that promotes BBBSNA programs.
- Executes agency policies and procedures in supporting clients and volunteers (and parents where required)
- Provides program support and contacts according to agency policies/Standards of Practice
- Strives to exceed all quality and quantity metric standards
- Provide supplementary intake for client and volunteer applicants (as needed)
- Conduct client/parent/volunteer annual review of their progress/success
- Update Youth Development Outcome Plan (YODP) annually or sooner (if appropriate)
- Provide in-depth case management consultation, including appropriate resource referrals (as necessary)
- Collaborate with other service delivery staff to ensure smooth transition among functions
- Work collaboratively with the CRD or Lead MM to maximize Volunteer recruitment and Child Outreach
- Develop community partnerships in collaboration with agency development activities
- Maintain a positive working relationship with other agency Staff and partners
- Ensure availability of volunteers for agency events
- Provide volunteer activities that promote volunteer development
- Provide parent support groups where indicated
- Supports and carries out the agency's mission by promoting a safe environment of diversity and inclusion for all youth and families, volunteers, and staff regardless of race, gender identification, sexual orientation, religious beliefs, socio-economic status, disability, or veteran status.
- Encourages and solicits the rematch of closed volunteer matches or multiple matches for the volunteer if appropriate.
- Performs miscellaneous duties as directed by agency leadership as required.

**EDUCATION& RELATED WORK EXPERIENCE**

**Education Level:**

**(minimum & preferred educational requirements necessary to perform this job successfully)**

Bachelor's degree in Social Service field is desired.

**Years of Related Work Experience :**

**(minimum & preferred related work experience necessary perform this job successfully)**

2-3 years of related experience preferred

**Travel Requirements (list as a % of total work time)**

Valid Driver's license is required due to the potential of traveling during work hours for business related meetings in the community or other offices

**50%**

**WORK ENVIRONMENT/PHYSICAL REQUIREMENTS**

**(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)**

Employee will may be required walk, stand for extended periods, and or sit at workstation or other location. Employee must be able to follow written and verbal instructions; communicate effectively in writing or verbally in person, over a telephone or during a virtual event. Employee may be required infrequently to lift up to 20 pounds.

## **SUCCESS FACTORS for all employees**

### **Creativity and Innovation**

- \* Applies creative thinking to implement the vision of the agency
- \* Actively proposes new ideas or concepts
- \* Displays the ability to improve processes and performance

### **Productivity and Quality of Work**

- \* Positively contributes to the overall performance of the agency
- \* Continuously strives to improve service numbers for location and department
- \* Effectively displays time management and organizational skills

### **Teamwork**

- \* Works effectively within a team environment to meet goals and objectives
- \* Develops constructive relationships with internal and external stakeholders
- \* Active team player by demonstrating the willingness to help and contribute

### **Accountability**

- \* Takes ownership in the overall success and accepts responsibility for own actions
- \* Willing acknowledges own mistakes and errors and is proactive to correct
- \* Informs others when unable to maintain a commitment or meet a target

### **Adaptability**

- \* Willingly adjusts his/her schedule to be available when needed
- \* Quickly adapts to changes in the performance of required duties
- \* Responds well to change in various situations

### **Self-Improvement**

- \* Identifies areas of opportunity to improve on own skills
- \* Seeks input from others for training opportunities
- \* Actively works to improve skills independently

### **Attendance**

- \* Arrives to the office or appointments on time and ready to work.
- \* Works as scheduled to meet goals and objectives
- \* Reliable and dependable to attend work to meet the goals

### **Interpersonal Communication**

- \* Effectively communicates with colleagues, customers and leadership
- \* Professionally drafts emails, letters and other communications
- \* Capable of discussing difficult issues effectively and concisely

### **Leadership**

- \* Able to lead a project with a team of cross-functional personnel
- \* Able to maintain confidentiality.
- \* Able to remain unbiased and open while performing duties

### **Problem-Solving**

- \* Capable of identifying & solving daily problems
- \* Determines key components of situation for analysis
- \* Appropriately collaborates with other to find a solution

### **Goal Achievement**

- \* Meets timelines and goals established for the role
- \* Meets key performance metrics for the position
- \* Completes required training for the role

COMPUTER SKILLS, LICENSES AND CERTIFICATES								
							Required	Preferred
Ability to communicate in English, both orally and in writing							X	
Standard office equipment (phone, fax, copier, scanner, voice mail, email)							X	
MS Outlook	Basic		Intermediate	X	Advanced		X	
MS Word	Basic	X	Intermediate		Advanced		X	
MS Excel:	Basic	X	Intermediate		Advanced		X	
MS PowerPoint:	Basic	X	Intermediate		Advanced		X	
Other:								
License/Certificates:								

**Equal Employment Opportunity**

BBBSSUN provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual preference, or non-disqualifying physical or mental handicap or disability in accordance with all Federal, State, and local regulations.

**Americans with Disabilities Act**

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Acknowledgements	
<b>Supervisor: I have approved this job description and reviewed with my employee.</b>	
Signature: _____	Date: _____
<b>Employee: I have reviewed this job description with my supervisor and acknowledge receipt.</b>	
Signature: _____	Date: _____
<b>Human Resources Approval :</b>	
Signature: _____	Date: _____