

Position Title: Bridgekeepers Program Intern

Department: Bridgekeepers Program Development & Outreach

Reports To: Bridgekeepers Project Director

Duration: May – July/August, 2025

Location: Hybrid (In-person & remote flexibility)

Hours: 10–20 hours approximately per week (hours may vary)

Compensation: \$15/hour + incentives for successful coach referrals

Primary Purpose:

The Bridgekeepers Intern will support key areas of the Bridgekeepers youth mentoring program through recruitment assistance, outreach, and program development. This role will contribute to coach engagement efforts, help improve onboarding systems, and support data collection and program evaluation.

Key Roles & Responsibilities:

1. Coach Recruitment & Outreach

- Assist in recruiting qualified volunteer coaches through outreach to colleges, community organizations, and events.
- Promote the Bridgekeepers Coach Referral Program by helping manage referral tracking, communications, and engagement.
- Conduct interviews and initial screenings for new coach applicants using standardized evaluation questions.
- Coordinate background checks and onboarding paperwork.

2. Onboarding & Training Support

- Schedule and organize orientation and GROWTH training sessions.
- Support delivery of onboarding materials including the Code of Conduct, confidentiality forms, and training resources.
- Contribute to the creation of coach-facing communications and onboarding templates.

3. Research & Program Development

- Assist in evaluating recruitment effectiveness through feedback surveys and data entry.
- Support the mapping of coach engagement across partner sites and schools.

- Help document training procedures and identify areas of improvement.

4. Administrative & Team Support

- Attend team check-ins, participate in meetings, and take notes as needed.
- Maintain organized digital files related to coach onboarding, feedback, and performance.
- Help develop content and outreach ideas for coach engagement campaigns.

Skills & Qualifications:

- Currently enrolled in or recently graduated from a degree program in Education, Social Work, Psychology, Nonprofit Management, or a related field.
- Strong communication and interpersonal skills.
- Detail-oriented and organized with the ability to manage multiple priorities.
- Comfortable conducting outreach and interviews (phone/video/in-person).
- Proficient in Google Workspace; familiarity with CRM tools and Qualtrics, Canva a plus.
- Bilingual (Spanish-English) is a plus but not required.

Learning Outcomes:

- Understand effective recruitment and referral strategies in youth programs.
- Gain experience in onboarding and training delivery for volunteers.
- Develop skills in outreach coordination, data collection, and impact tracking.
- Strengthen their ability to work in cross-functional teams in a nonprofit setting.

Incentives:

- \$25 gift card for each successful coach referral who completes onboarding and 4 weeks of service.
- Opportunities to observe coaching sessions and contribute to real-time program improvement.

Other:

- Have legal permanent residence or U.S. citizenship (proof of authorization to work in the United States is required)
- Acknowledge the statement of faith upheld by Family Bridges that is included in the Employee Handbook.

- Utilize healthy conflict-resolution skills with co-workers, supervisors, outside vendors, partners and contractors
- Committed to building a positive culture in the organization that uplifts others who cross their path.
- Communicate concerns in a timely and effective manner.
- Potentially provide assistance to HR and Operations as needed.
- Other duties as assigned.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Local travel may be required.
- Ability to lift 15 pounds if needed to move items.

Optional Enrichment Opportunity – Co-Facilitation:

Interns may have the opportunity to co-facilitate student coaching sessions, focused on conflict resolution, effective communication, and goal planning. Participation includes completing the DISC assessment, attending Bridgekeepers training sessions, and supporting coach-student activities as appropriate.

Professional Competencies Gained:

- Critical Thinking: Screening coaches, developing training materials.
- Research Application: Creating surveys, analyzing pre- and post-program data.
- Research Skills: Supporting report preparation and interpreting feedback.
- Diversity & Inclusion: Recruiting diverse coaches and fostering inclusive communication.
- Ethical Standards: Maintaining confidentiality and professional practices.
- I/O Consulting: Supporting program structure, coach matching, and feedback loops.
- Communication: Survey follow-ups, presentations, and written documentation.

Supervision & Support:

Primary Supervisor: Alexandra Ayala, Bridgekeepers Project Director

Additional Support: Christine Zielinski (HR) and other Family Bridges Staff

To Apply:

Please submit your resume and a brief paragraph about your interest in this role to christine@familybridgesusa.org by May 13, 2025.

