



Title: Mentor Superior Program Advocate

Reports to: Mentor North Lead Program Advocate

Job Type: Part Time, hourly, 25 hours per week

Location: Hybrid; Superior, WI (primary) and Duluth, MN (secondary)

Schedule: Flexible hours generally falling between 8am and 5pm Monday - Friday, with variable evening and/or weekend meetings and events

Hourly Rate & Benefits: \$20.26/hr, vacation, sick, holiday, health insurance avail.

Posted Date: 4/16/25

Position Summary: The mission of Mentor North is “to celebrate youth and support their families through one-on-one mentorship and community engagement.” The Program Advocate position is primarily responsible for overseeing a caseload of unmatched and matched youth. Additional duties are outlined below.

The Mentor North team is small, making for a dynamic and engaging organizational culture that is rooted in support and growth. We see and recognize the systematic oppressions that negatively impact people of color, women, people from working class backgrounds, LGBTQIA2S+, and people with disabilities. Because we believe that these communities must be centered in the work that we do, attracting and retaining a diverse staff is crucial to fulfilling our mission. Black, Indigenous, and other people of color (BIPOC), LGBTQIA2S+ individuals, and people with disabilities are highly encouraged to apply. Our organizational goal is to create a vibrant and inclusive mentorship community.

Essential functions:

Program Advocacy of Unmatched/Matched Caseload (90%)

- Provide case management for youth/families matched with a mentor or waiting for a mentor.
- Provide information, support, and resources to mentors, youth, and parent/guardian by maintaining regular contact, celebrating milestones, troubleshooting challenges, and communicating activities and events.
- Check in with youth, parent/guardian and mentor every 4-6 weeks.
- Document all interactions with caseload in CiviCore as they occur.
- Approve mentor logs weekly in CiviCore.
- Conduct family intakes.

- Actively participate in mentor distribution meetings.
- Maintain accurate mentor and mentee filing and paperwork procedures.
- Actively participate in case management meetings, reporting on matches, progress, and issues of concern.
- Conduct annual evaluation updates with mentors, youth, and parents/guardians.
- Maintain accurate up-to-date case files of all enrolled youth, their families and mentors.
- Contact the parent/guardian of unmatched youth every 6 months and conduct annual biography updates for unmatched youth.
- Exit youth/families and matches as necessary.

General Agency Support and Collaboration (10%):

- Attend staff meetings, team meetings and trainings as scheduled.
- Staff community outreach and engagement events, as scheduled/needed.
- Assist with fundraising events and initiatives, as needed.
- Other job duties as assigned.

Preferred Qualifications:

- Excellent organizational and time management skills
- Previous experience working with youth and their parents/guardians in a developmental setting
- Experience and ability to build positive relationships with people of all backgrounds and identities
- Deep knowledge of issues faced by groups who have been historically underrepresented
- Ability to plan, coordinate, and communicate effectively
- Working knowledge of Google Workspace applications and ability to learn new online platforms and databases
- Working knowledge of mentoring, youth development research, and best practices
- Critical thinking skills
- Ability to work independently and in a team environment
- Familiarity with the Superior, WI, community, including its neighborhoods, schools, and/or local organizations

Application deadline: Position open until filled.

To apply: Submit resume, letter of interest, and three references to Jill Hinnert at jill@mentornorth.org. For additional information, email Jill.