



Natural Born Champions: Staff Manager Job Description

Natural Born Champions Inc. is a community intervention program that aims to provide direct educational and workforce development enrichment resources and services to youth and families in Baltimore, Maryland.

NBC Mentor Manager

Staff Manager

Pay (Biweekly)

Hourly

Job Overview

Natural Born Champions (NBC) is seeking a dedicated and organized Mentor Manager to oversee, support, and develop our team of mentors and program staff. This role is essential in strengthening NBC's staff culture and ensuring quality across all program sites. The Staff Manager will work closely with the Executive Director and Program Directors to coach staff, manage accountability, and build pathways for Lead Senior Mentors to grow into future Program Directors.

Staff Manager Specific Responsibilities:

Staff Supervision & Development

- Provide ongoing coaching, mentoring, and performance feedback to staff, particularly Lead Senior Mentors.
- Support professional growth by identifying development opportunities and facilitating training.
- Promote a positive and inclusive staff culture aligned with NBC's mission and values.

Operations & Oversight

- Monitor daily staff attendance, scheduling, and performance across program sites.
- Collaborate with Lead Senior Mentors to address challenges and ensure high-quality program delivery.
- Track staff progress toward goals and communicate updates to the Executive Director.

Training & Growth Pathways

- Lead workshops, check-ins, and one-on-one sessions to build staff leadership capacity.
- Support staff in understanding their responsibilities, compliance requirements, and NBC policies.



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- Create a structured development pathway to prepare Lead Senior Mentors for promotion to Program Director roles.

Quality Assurance & Accountability

- Help ensure programs maintain alignment with evaluation tools (e.g., Weikart PQA and internal metrics).
- Assist with implementation of performance reviews and corrective actions when necessary.
- Foster a culture of accountability, professionalism, and continuous improvement.

Compensation

\$20-25/hour (no more than 15/hours per week)

Qualifications

Education

- Associate's or Bachelor's degree in Education, Human Services, Nonprofit Management, or related field (preferred)

Experience

- 2+ years in youth program management, staff supervision, or team leadership.
- Experience coaching or developing staff in a nonprofit, school, or youth-serving environment.

Skills

- Strong leadership and interpersonal skills.
- Ability to mentor, coach, and inspire staff.
- Excellent communication and conflict resolution skills.
- Highly organized, with the ability to balance multiple responsibilities.
- Flexible and solution-oriented mindset.

Schedule

9:00am-12:00pm (Monday-Friday)- preferred but we're flexible

9:00am-2:00pm (Monday, Wednesday, Friday)

Must be in-person

Benefits

- Flexible part-time schedule (15–20 hrs/week).
- Professional growth opportunities within NBC's leadership pipeline.
- Ability to directly shape the development of youth-serving staff and strengthen NBC's impact.



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[Apply Here](#)

Contact Information

Natural Born Champions General Inquiry Email

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