



Big Brothers
Big Sisters.

MATCH SUPPORT SPECIALIST



POSITION PURPOSE

The Match Support Specialist primary function in this position is to provide quality support to matches to ensure child safety. This position will also monitor for positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers.

The Match Support Specialist will also assist in making new matches by leading the initial match meeting & ensuring matches start on an appropriate level. Some evenings and weekends required for agency events or to work with volunteers and families after normal business hours.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed and resolved as early as possible. Match support is provided on a frequency according to BBBS Standards, at a minimum.
- Assess and provide for individual training needs, information and support needs for each match participant through in-person meetings and other rapport-building practices. Assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
- Develop, promote and implement individual and group match activities to support ongoing volunteer involvement with the child and agency affiliation through individualized recognition, annual events, and reengagement strategies.
- Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly refer exit interview to supervisor for third party assessment.



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ESSENTIAL DUTIES & RESPONSIBILITIES

- Enjoy talking on the phone and communicate effectively. Willingness to spend at least 50% time on the phone.
- Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
- Identify and promote re-engagement of volunteers as Bigs, board members, and donors in other volunteer capacities.
- Consult with other service delivery staff and/or supervisor as appropriate.
- To ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
- Build upon existing and help create new partnerships with schools, companies and youth-serving organizations in order to better serve the needs of children in the program.
- Recruitment support
- Other duties as assigned

Key performance indicators:

- Adheres to the program policies & procedures, annual plan and program standards. Measured through key performance indicators developed by the Program Officer (i.e. contacts completed on time, survey compliance, match retention rate, etc.)



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SKILLS & KNOWLEDGE

| | REQUIRED | PERFERRED |
|---|----------|-----------|
| Proficiency in Microsoft Office; including Word, Outlook, and Excel | X | |
| Excellent oral and written communication skills reflecting solid customer service both in-person and telephone | X | |
| Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction | X | |
| Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating | X | |
| Ability to relate well in multicultural environments | X | |
| Ability to effectively collaborate with other service delivery staff | X | |
| Ability to use time effectively | X | |
| Ability to focus on details | X | |
| Ability to collect meaningful data and draw solid conclusions | X | |



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EDUCATION & EXPERIENCE

EDUCATION LEVEL

- Minimum high diploma or GED equivalent in addition to one of the following:
- A documented bachelor's degree from an accredited college or university in the field of social work, human services or related field (or candidate should be within 6 months of degree completion)
- A documented associates degree or two years of higher education experience from an accredited college or university in the field of social work, human services, or other related field and two years of relevant work experience in related fields.
- Four years of relevant work experience in related field such as social work, human services, or other related field.

REQUIRMENTS

- Strongly preferred assessment and relationship development experience with child and adult populations.
- Strongly preferred an understanding of child development and family dynamics.
- Must have a car, valid driver's license, and meet state required automobile insurance minimums.

WORK ENVIRONMENT & PHYSICAL REQUIREMENTS

- Hybrid office environment. Work schedules for each employee position are determined based on the needs of clients and the agency goals.
- All agency Program staff are expected to schedule 1 evening per week until 8pm, and other evenings/weekends on an as-needed basis.
- If home or school visitation is indicated, must travel to local communities and neighborhoods.



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ALIGN WITH OUR CORE VALUES

INTEGRITY FIRST

We choose to do the right thing, and insist that our actions display the components of integrity: honesty, accountability, responsibility, respect, justice and courage.

COMPREHENSIVE SAFETY

We invest time to educate, monitor and ensure that all feel physically, emotionally and socially safe.

POSITIVE IMPACT

We choose actions that provide encouragement, establish trust, instill confidence, demonstrate hard work and provide new opportunities for growth for all stakeholders.

ACCESS, BELONGING & OPPORTUNITY

We believe when every young person has access to a positive mentor, it transforms their lives for the better - empowering them with a strong sense of belonging and the opportunity to achieve their full potential.



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EQUAL EMPLOYMENT OPPORTUNITY

BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

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.

JOB RESPONSIBILITIES

The above 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. BBBS may change the specific job duties with or without prior notice based on the needs of the organization.

EMPLOYEE ACKNOWLEDGEMENT

I HAVE REVIEWED THIS JOB DESCRIPTION WITH MY SUPERVISOR AND ACKNOWLEDGE RECEIPT.

SIGNATURE:

DATE: