



Position Title: Program Support Specialist	Overtime Status: Non- Exempt	Reports to: Program Manager
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POSITION PURPOSE

The Program Support Specialist (PSS) plays a critical role in delivering high-quality mentoring experiences by leading enrollment processes and supporting ongoing program engagement. This position is primarily responsible for either **child or volunteer enrollment**, ensuring a thorough, safe, and relationship-centered intake and assessment process aligned with Big Brothers Big Sisters standards.

In addition to enrollment responsibilities, all Program Support Specialists contribute to broader program operations, including facilitating match meetings, supporting match activities, and maintaining strong engagement with participants.

Program Support Specialists also provide **focused program support in one of two key areas:**

- **Family Engagement & Support, or**
- **Volunteer Engagement & Support**

These focus areas ensure balanced support across the program while allowing flexibility based on seasonal enrollment needs.

The successful incumbent will produce positive outcomes in the following areas:

- Enrollment processing timelines (youth and/or volunteer)
- Monthly match goals
- Customer satisfaction (families and volunteers)
- Match engagement and retention
- Program participation and activity engagement

ESSENTIAL DUTIES AND RESPONSIBILITIES

Manage all aspects of child or volunteer enrollment, including inquiries, communication, scheduling, and follow-up

Conduct comprehensive interviews and complete full assessments in alignment with BBBS standards and child safety requirements

Apply strong judgment to assess program fit and match readiness

Identify and address barriers to enrollment completion

Maintain accurate, timely, and thorough documentation in agency systems

Conduct reassessments or updates as needed

Provide assessment-based recommendations for match suitability and success

Conduct comprehensive interviews and complete full assessments in alignment with BBBS standards and child safety requirements.
Apply strong judgment to assess program fit and match readiness.
Maintain accurate, timely, and thorough documentation of all enrollment activities, assessments, and communications in agency systems.
Conduct reassessments or updates as indicated by program guidelines or changes in volunteer and/or family circumstances.
Assess family needs and identify appropriate internal or community-based resources; provide referrals and follow-up support as needed.
Provide assessment-based recommendations for match suitability and success. Identify and address barriers to enrollment completion.
Participate in the Family Support Committee or Volunteer Engagement Committee depending on the focus on your role.
Facilitate initial match meetings for newly formed matches, ensuring a safe, supportive, and developmentally appropriate start to the match relationship.
Facilitate match meetings and supervise the Recreation Station available to matches in the office.
Provide assessment-based recommendations to program staff to support appropriate and successful match development.
Manage and grow family and volunteer communication platforms (e.g., Bigs Only Facebook group, Family Support Facebook group), including consistent posting and engagement.
Prepare for and facilitate monthly fun match activities that support match engagement, relationship-building, and positive agency connection.
Support and assist with volunteer engagement activities, family engagement activities and family fun nights hosted by the agency.
Support volunteer and family learning and development opportunities.
Plan and facilitate in-office and group recreation activities that promote safe, positive, and inclusive experiences for matches and families.
Demonstrate a high level of collaboration with program staff and supervisors to ensure quality service delivery and alignment with agency goals.
Support agency-wide initiatives, including limited child recruitment efforts or volunteer engagement activities.
Contribute to resource development and family engagement strategies.
Assist Program leaders with additional agency projects as assigned.
Other duties as assigned.

EDUCATION & RELATED WORK EXPERIENCE

Education Level:

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

Minimum high diploma or GED equivalent in addition to one of the following:

1. 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)
2. 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.
3. Four years of relevant work experience in related fields such as social work, human services, or other related field.

Years of Related Work Experience :
(minimum & preferred related work experience necessary perform this job successfully)

Experience working with both child and adult populations; specific assessment, intake or interview experience preferred. Must have a car, valid driver's license, and meet state required automobile insurance minimums.

SKILLS AND KNOWLEDGE		
	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel.	X	
Excellent relational assessment skill.	X	
Oral and written communication skills reflect solid customer service.	X	
High-level interviewing skills.	X	
Ability to form appropriate assessment-based relationships;	X	
Ability to relate well in multicultural environments;	X	
Ability to maintain confidentiality throughout daily operations;	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	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

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

Routine office environment. Hybrid working schedule with 60% of time spent in the office per week. Work schedules for each employee position are determined based on the needs of clients and the agency goals. This position requires availability for up to two weekday evenings per week, with flexibility to adjust evening schedules to accommodate participant availability. Interviews may occur Monday through Thursday evenings, up to 8:00 p.m. Occasional weekend availability is required to support match activities or family engagement events.

Core Competencies	High Performance Indicators
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Resilience & Flexibility	Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.
Communication - Verbal and Written	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others; translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
Decisiveness & Judgment	Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider the impact of various options when making decisions; use good judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation; use an awareness of formal and informal decision-making channels to achieve desired results.
Gets Results	Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.
Customer Focus	Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.
Problem Solving & Analysis	Able to gather appropriate data and diagnose a situation before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities

	into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.
Valuing Diversity	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.

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, gender, gender-identity 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. BBBSA 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 acknowledged receipt.	
Signature:	Date:

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.

CANDIDATE MUST 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.

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

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