



JOIN A FORWARD-THINKING ORGANIZATION THAT IS PROVEN TO MAKE POSITIVE IMPACTS ON CHILDREN'S LIVES. Big Brothers Big Sisters of San Diego County (BBBS of SDC) has been serving the community for 60 years. Our mission is to provide children facing adversity with strong and enduring, professionally supported one-to-one mentoring relationships that change their lives for the better.

BBBS of SDC seeks a full-time, **Match Support Specialist** for our Community Mentoring program. This non-exempt position requires 40 hours of work per week and occasional assistance with weekend events.

The primary function of this position is to provide match support to ensure child safety, positive impacts for youth, constructive and satisfying mentoring relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers.

ESSENTIAL FUNCTIONS

1. 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.
2. Assess and provide for individual training needs, information, and support needs for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.
3. Provide match support and resources to children of military service members and their families.
4. Case management: 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.
5. Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
6. Ensure that all calls receive an engaging, positive, and personalized phone response promoting BBBS programs.
7. 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.
8. High degree of collaboration with other service delivery staff to ensure smooth transition among functions.

EDUCATIONAL BACKGROUND

- Bachelor's Degree required in social services, human resources, or related field.



SKILLS/EXPERIENCE

- Excellent written and oral communication skills.
- Computer literate with an emphasis in Microsoft Office programs.
- Great attention to detail.
- Must be able to protect the confidentiality of our clients and volunteers.
- Professional or internship experience in a non-profit and/or social service setting working with volunteers and families preferred.
- Familiarity working with military families is highly desirable.

PERSONAL ATTRIBUTES WE ARE LOOKING FOR

- A passion for the mission of Big Brothers Big Sisters.
- Relate well in multicultural environments.
- Demonstrate an interpersonal savvy that helps establish effective relationships and an appropriate rapport with people.
- Candidate should have a customer/client focus, be results and outcome oriented, approachable, and highly organized.

WHAT WE OFFER

- Medical, Dental, and Vision benefits
- Paid sick and vacation, plus 12 holidays
- 403(b) Matching Retirement Plan
- Life and AD&D insurance at no cost
- Flexible spending accounts
- Business casual dress
- Rewarding work
- Mileage reimbursement

HOW TO APPLY--(RESUME & COVER LETTER)

All interested applicants must submit both a **COVER LETTER** and **RESUME**, which can be emailed to ClaudiaA@SDBigs.org. For more information, please visit www.SDBigs.org/careers.

BBBS of SDC promotes a culture of inclusion and seeks talented staff from diverse backgrounds. BBBS of SDC does not discriminate on the basis of race, color, sex, sexual orientation, religion, national or ethnic origin, age, disability, veteran status or any other legally protected factor.