

Job Description: Match Support Specialist, Community Mentoring

Department: Program

REPORTS TO: Senior Program Manager of Match Support & Special Initiatives

FLSA STATUS:

Hourly, non-exempt

Full Time

JOB SUMMARY:

Essential to the BBBS brand, the primary function of this position is to provide match support to ensure child safety, 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. This position may be asked to perform duties within all Service Delivery Model (SDM) functions (CRS, EMS, MSS).

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: match supervision rate, help maintain overall child safety, and achieve individual and team goals set on a monthly and annual basis.

JOB RESPONSIBILITIES:

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. Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
4. Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
5. 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.
6. Organize and attend a minimum of two non-mandatory BBBS of SDC Community Mentoring Match Events per year.
7. Effectively utilize the Strength of Relationship survey (SoR) and the Child and Youth Outcome Surveys (COS/YOS), to assess match impact on youth development.
8. Conduct exit interviews with all parties at match closure. Assess reasons for match closure and reenrollment potential. When match terminates pre-maturely or unexpectedly, refer exit interview to supervisor for third party assessment.
9. Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
10. Identify and promote re-engagement of volunteers as Bigs, board members, and donors in other volunteer capacities.
11. 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.
12. Consult with other service delivery staff and/or supervisor as appropriate.
13. Answer Agency phones as required.
14. Assist with the agency's administrative, marketing, and fundraising efforts as assigned.
15. Promote the agency's marketing and fundraising efforts as assigned.
16. Assist with the production of National and/or local agency or agency sponsored events as required.
17. Attend and participate in National and/or local agency or agency sponsored events as required.
18. Other duties as assigned.



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JOB QUALIFICATIONS:

- Bachelor’s degree or equivalent experience required in social services, human services, or related field.
- Assessment and relationship development experience with child and adult populations.
- Understanding of child development and family dynamics.
- Computer literate with an emphasis in Microsoft Office programs.

REQUIRED SKILLS AND ABILITIES:

- Excellent verbal and written communication skills, reflecting solid customer service both in-person and telephone.
- Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction.
- Effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating.
- Relate well in multicultural environments.
- Effectively collaborate with other volunteer match staff.
- Use time effectively and focus on details.
- Ability to collect meaningful data and draw solid conclusions.
- Must be able to obtain transportation to get to designated meetings throughout the county.
- This position may be asked to telecommute.

WORK ENVIRONMENT:

- Routine office environment Satellite Office/Location
 Some Local Travel Required

PHYSICAL DEMANDS:

Ability to sit in meetings for long periods of time. Ability to work effectively using a personal computer for long periods of time.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Contents may be subject to change at any time to meet the needs of the organization.

SIGNATURES: Signatures acknowledge that this form was discussed and reviewed.

Employee Signature, Title

Date signed

Employee First name and last name (Please Print)

Supervisor Name, Title

Date signed