



Job details

Salary

\$15 - \$18 an hour

Job Type

Full-Time (35 hours a week)

Qualifications

- Bachelor's Degree or 10 years social service experience
- Experience in social services, education and case management
- Ability to adapt to changing schedules
- Positive background screening
- Experience working with children and families

Work Location

Fairfield and Hocking County

Job Description

POSITION TITLE: MATCH SUPPORT SPECIALIST

We are in search of a Match Support Specialist who is passionate about our vision and mission. Our vision is that all youth achieve their full potential. Our mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

You must be a go-getter, personable and patient, organized, motivated, accountable, someone who grasps new skills and concepts quickly, is coachable, is a problem solver, and is a think-on-your-feet kind of person. You will contribute to the Program team by providing exceptional customer service to volunteers, youth and families to effectively support them in the Big Brothers Big Sisters program. The expectation is that you will deliver quality service, work to facilitate a positive match experience, document with exceptional quality, provide professional assessments and notes in the proprietary BBBS database, and exceed program goals.

We want people of all backgrounds to see themselves represented and included in our work, so we actively seek to diversity our team and bring more voices to the table. We know that teams perform at their highest when they feel supported, and they belong. Each of our team members bring unique perspectives and skills and we commit to building a culture where voices are heard, differences are celebrated, and everyone has the opportunity to do meaningful work. Together, we affirm that every person has the opportunity to reach their full potential. We are committed to creating and cultivating a safe environment where all individuals feel respected and valued equally.

POSITION SUMMARY

The primary function of this position is to provide support to ensure that volunteers, youth and guardians are guided through the enrollment process while executing a high degree of independent judgment when

utilizing BBBS standards and practices. A high-level customer service, focusing on volunteer options and child safety, is to be demonstrated throughout the volunteer and child enrollment and matching process.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield; youth/parent processing time, customer satisfaction as well as timely and accurate documentation of services.

EDUCATION & RELATED WORK EXPERIENCE

- Minimum Bachelor's Degree (Preferably in a social service-related field).
- Experience working with both child and adult populations; specific assessment, intake or interview experience preferred; 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

- Routine office environment and/or working outside the office. **Home visits will be necessary to complete assessments**
- Flexible work hours to meet customer needs.
- **Ability to work outside regular business hours, including evenings and occasional weekends**

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assess volunteer "fit" to BBBS. Conduct volunteer enrollments, including individual orientations, interviews, and completion of all other enrollment documents. Home visits will be part of this process.
- Conduct child enrollments including parent/child interviews, child safety education and enrollment documents. Home visits will be part of this process. Assess and refer families for alternative or additional services as needed.
- Ensure a high-level of proficiency and skill in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families.
- Review and follow-up on references as necessary to gain additional data to complete the assessment process.
- Conduct volunteer and client reassessments/updates as indicated.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Review all enrollment information and assessments and make recommendations for participation in the program based on this information. Assess and apply factors contributing to successful match. Effectively align volunteer interests and qualifications with service options of agency. Consult with other service delivery staff and/or supervisor as appropriate.
- Provide comprehensive assessments and match support recommendations for volunteer and child participation in the program based upon assessments of each individual volunteer.
- Maintain accurate and timely records for each match according to standards and utilizing the BBBS data management system for all work completed. Documentation of work with volunteers, child and family is a key component of the position and is equal in importance to the interactions with participants.
- High degree of collaboration with other service delivery staff to ensure smooth transition among functions.
- Determine matches and facilitate match meetings. Accommodate volunteer and family schedules.
- Assist with, and attend, agency activities and events.

- Assist in agency volunteer recruitment functions/activities.
- Successfully complete required Service Delivery on-line training within 14 days of hire and attend in-person training as soon as possible (as available).
- Attend local, regional, and national trainings/conferences when time and resources permit
- Other duties as assigned

Please send cover letter, resume, and 3 professional references to:

Big Brothers Big Sisters

P.O. Box 962

Lancaster, Ohio 43130

Or by email to: jpugh@bbbs-fairfieldoh.org

No phone calls or walk-ins, please. Position will be open until filled.