



Match Impact Specialist

Position Summary: To provide exceptional leadership and consultation to the Program team on resources available to match participants, Social Emotional Learning (SEL), outcome survey analysis, information management analysis, staff training, internship oversight, and special projects as assigned, that leads to high quality programming, child safety/youth protection, family wellbeing, match and agency relationship building, and greater impact results. As a subject matter expert, collaborates with and provides input to leadership for strategic planning, continuous improvement, and other needs that add value to the overall success of the Agency.

Agency Mission: To create & support one-to-one mentoring relationships that ignite the power & promise of youth.

Agency Values:

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| -Excellence | -Integrity |
| -Growth Mindset | -Relationships |
| -Ownership | -Respect & Trust |

Reports To: Assistant Vice President of Evaluation and Data

Status: Exempt

Position Responsibilities:

- Promote the successful delivery of all Program policies, procedures, and initiatives for our agency by analyzing metrics and providing expert consultation in the accomplishment of goals.
- Regularly exercise discretion and judgement to ensure service delivery functions are in accordance with our agency vision, mission, strategic plan, values, policies, and procedures. This is completed primarily through consult with quality assurance reviews, community-based and school-based observations, and report analysis.
- Provides expert consultation to Program staff as they comply with agency standards, manage risk through child safety and youth protection monitoring, ensure the wellbeing of all match parties and families, grow the match party relationship, grow the agency relationship with match parties, and achieve greater impact from the match.
- Provide input into strategic interventions to identify and strengthen match relationships that require extra support to continue to achieve greater match impact.
- Develop, facilitate, conduct and supervise training for agency employees, partners, Bigs, Littles, parents/guardians, and families that will cultivate their skills and knowledge and enhance the effectiveness of our agency. This includes a dedicated focus to SEL, Equity, and Trauma Informed practices. Duties include ensuring required annual training occurs, assessing additional training needs, identifying and securing available training sources, conducting or coaching others to conduct training, designing and developing training not readily available from other sources, and assessing the effectiveness of training provided.
- Develops and maintains a central resources library used primarily by the Program staff as they consult with match parties regarding risk management, wellbeing or other benefits from the agency relationship.



- Coordinate, analyze and report to Program staff and leadership outcomes from evaluations to drive high quality programming and impact. Survey evaluations include BBBS outcome system surveys, SEL assessment(s), and academic early warning indicator software.
- Participate in partnerships and community collaborative groups.
- Partners with MENTOR Central Ohio on the delivery of mentor training; especially the BBBS specific portion of mentor training. May be involved in the design and development of mentor training.
- Oversees the Program student internship program. This involves selection and assignment of interns, completion of school required curriculum documentation, and ongoing status meetings on internship progress.
- Provide input to leadership on strategies for future growth; serve as an advisor to assigned workgroup and projects, attend events as requested by the agency, and serve the agency as a subject matter expert.
- May assist in management of accomplishing expectations and deliverables from grant and external partnership agreements.
- Promptly notifies Program and/or agency leadership regarding concerns that may negatively affect the match relationship.
- To help achieve the mission of the agency, may assume additional tasks and responsibilities as assigned by the team leader or other BBBSO leadership.

Education and **Requirements:**

- Must possess a minimum of a Licensed Social Work (LSW) Bachelor's degree in order to provide technical expertise to Program professionals and oversee a Bachelor's degree level social work internship program. A Licensed Independent Social Work Master's degree and Supervisor license is preferred to oversee a Master's level social work internship program.
- Must have viable transportation and valid drivers' license to meet job responsibilities.
- 3-5 years of experience working with youth in youth development field, and/or understanding of youth development and family dynamics.

Skills and Experience:

- Treat all employees and stakeholders with respect and appreciate differences regardless of their culture, religion, age, race, sexual orientation or disability.
- You agree to provide high quality programs by delivering outstanding results.
- You are honest and transparent and are not afraid to admit when you have made a mistake.
- Demonstrates a "Can Do" attitude and views setbacks as opportunities to grow.
- Must be willing to work 40 hours each workweek and be available at peak work periods for additional work hours.
- Foster continuous communication.
- Must be willing to work evenings and weekends as required.
- Must be flexible to accommodate job responsibilities.
- Must be willing to work with diverse populations, non-English speaking families and youth in diverse areas.
- Must have working knowledge of Microsoft Office and related software.



Position Performance Measures:

- Training developed, facilitated and completed as expected and the training contributes positively to the agency goals
- Resource library/catalog is created and well maintained
- Survey evaluations and information systems analysis and consultation regularly completed and greater impact realized
- Oversight of internship program is successful and contributes positive results to the agency
- Overall, programs operate in compliance of agency and national standards

Position Knowledge/Abilities/Skills:

- **Self-Awareness.** The ability to recognize accurately one's own emotions, thoughts and values and how they influence behavior. The ability to assess accurately one's strengths and limitations, with a well-grounded sense of confidence, optimism and a growth mindset. This includes performance in the areas of identifying emotions, accurate self-perception, recognizing strengths, self-confidence, and self-efficacy.
- **Self-Management.** The ability to regulate successfully one's emotions, thoughts and behaviors in different situations – effectively managing stress, controlling impulses and motivating oneself. The ability to set and work toward organization and personal goals. This includes performance in the areas of impulse control, stress management, resilience, perseverance, failure management, self-discipline, self-motivation, self-development, continuous learning, seeking and accepting feedback, productivity, and organization skills.
- **Social Awareness.** The ability to take the perspective of and empathize with others, including those from diverse backgrounds and cultures. The ability to understand social and ethical norms for behavior and to recognize family, school and community resources and supports. This includes performance in the areas of quality customer service, perspective-taking, empathy, appreciating diversity and inclusion, applying equity and maintaining respect for others.
- **Relationship Skills.** The ability to establish and maintain healthy and rewarding relationships with diverse individuals and groups. The ability to communicate clearly, listen well, cooperate with others, resist inappropriate social pressure, negotiate conflict constructively, and seek and offer help when needed. This includes performance in the areas of individual and group communications, social engagement, culture alignment, appropriate navigation through the organization, conflict management, trust and credibility, recognition of others, collaboration and team building.
- **Responsible Decision-Making.** The ability to make constructive choices about personal behavior and social interactions based on ethical standards, safety concerns and social norms. The realistic evaluation of consequences of various actions and a consideration of the well-being of oneself and others. This includes performance in the areas of anticipating problems, identifying problems, diagnosis, analyzing situations, solving problems, evaluating, reflecting, determining alternatives, use of formal and informal channels, appropriate escalation, and ethical responsibility.
- **Goal-Directed Behavior.** Shows initiative of and persistence in completing tasks of varying difficulty. This includes performance in the areas of strategic alignment, conceptual and tactical thinking, planning, goal setting, time management, systematic application, and priority management.
- **Optimistic Thinking.** Has an attitude of confidence, hopefulness and positive thinking regarding organization and life situations in the past, present and future. This includes performance in the

