



Match Support Specialist

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

Agency Values:

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

Position Summary

Contributes to the Program team by providing exceptional customer service to volunteers, youth and families, to efficiently and effectively enroll, match and support them in the Big Brothers Big Sisters program. Delivers quality service; works to facilitate a positive match experience; documents high quality, professional assessments and notes in the database; and meets or exceeds program goals.

Reporting Relationships: Reports to Assistant Vice President of Programs

Status: Exempt

Core Duties and Responsibilities:

1. Regularly exercise discretion and judgment to continually assess match relationships focusing on child safety, match relationship development, positive youth development, family engagement, and volunteer satisfaction. Address and resolve real and/or potential problems and barriers once identified.
2. Assess needs and provide individual training, information, and support for each match participant to assure a positive youth development experience for the child, a high level of support and engagement for the family, and a successful and satisfying experience for the volunteer.
3. Apply strategic interventions to identify and strengthen match relationships that require extra support to continue to grow the match relationship.
4. Provide information and provide resources to youth and/or families in need of additional support or services. Maintain contact to ensure the parties in need have obtained the appropriate resources and are on a path to resolution and/or success.
5. Provide high-level expertise in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
6. Ensure all school-based programs and community-based contacts and initiatives are operating within program guidelines.
7. Conduct introduction meetings for new match relationships and, as required, facilitate enrollment procedures to successfully enroll and acclimate participants into the Program.
8. Effectively administer all outcomes surveys with match participants and accurately track data; Responsible for maintaining accurate documentation and database entry per national and agency standards.
9. Collaborate with other service delivery staff to ensure smooth transition among functions.
10. Help in other program areas as part of the team when needed, attend events as requested by the agency.
11. Assist in program development and strategies for growth through participation with workgroups.
12. Assist in defining and meeting deliverables and/or outcomes for the Program team.
13. Regularly and consistently demonstrates the Big Brothers Big Sisters of Central Ohio values and guiding principles.
14. Performs other duties as assigned.

Required Qualifications and Requirements:

- Must have at a minimum a documented bachelor's degree, from an accredited college or university.

- 1-2 years of experience working with children in a social services environment, and/or understanding of child development and family dynamics
- Must have viable transportation, and valid drivers' license to meet job responsibilities

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, and youth in diverse areas.
- Must have a working knowledge of Microsoft Office and related software.
- Must have a working knowledge of Microsoft Office
- Must be willing to participate in professional development activities (25 hours required annually)

Position Performance Measures:

- Maintain timely and accurate paperwork and database entry according to National and Agency standards.
- Files must meet or exceed 90% compliance.
- Provide match support from the initial introduction through closure. Achieve a minimum of 90% support call completion rate.
- Coordinate and conduct surveys and evaluations with assigned program participants. Achieve a 90% completion rate.
- Establish, monitor, and meet goals for match length and customer satisfaction.

Position Knowledge/Abilities/Skills:

- **Organizing; Planning** – Can marshal resources (people, funding, material, and support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources efficiently and effectively; arranges information and files in a useful manner. Knowledgeable about all aspects of an organization; knows how to get things done both through informal and formal channels and the informal network.
- **Interpersonal Savvy** – Relates well to all kinds of people outside the organization; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; truly values people; effectively communicates both verbally and in writing.
- **Customer Focus** – Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; talks and acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Listening** - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener, and gains access to informal and incomplete information in time to do something about it.
- **Problem Solving** – Takes initiative to solve difficult problems with effective solutions; asks good questions and probes all fruitful sources for answers; can see underlying or hidden problems and patterns; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Learning on the Fly** – Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyzes both success and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.

- **Presentation Skills** – Is effective in a variety of formal presentation settings; one-on-one, small and large groups, with peers, subordinates, ad bosses; is effective both inside and outside the organization, on both cool data and hot and controversial topics; commands attention and can manage group process during the presentation; can change tactics midstream when something isn’t working.

Equal Employment Opportunity

BBSCO 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.

Background Check

It is the policy for Big Brothers Big Sisters of Central Ohio (the Agency) to require a criminal background check for all employees during pre-employment screening and repeated at a minimum of every three years depending on specific grant-related specifications. Refer to the employee handbook for full policy.

Drug and Alcohol Policy

Big Brothers Big Sisters will maintain a drug-free workplace policy that prohibits the use of all illegal substances and alcohol under state and federal law. The use of alcohol or drugs by employees can impair the ability of employees to perform their duties, adversely affect our customers and customers' confidence in our Agency and jeopardize the safety of our employees and those with whom we work. This policy does not prohibit the proper use of medication under the direction of a physician; however, misuse of such medications is prohibited. Refer to the employee handbook for full policy.

To help achieve the mission of the agency, program staff may have to assume additional tasks and responsibilities as assigned by the Vice President of Programs or their designee.

This job description should not be interpreted as an employment contract. The Agency reserves the right to unilaterally and periodically modify this job description as is consistent with its goals and objectives.

If you have any questions or do not understand the job description as written, please see the Vice President of Programs immediately. If you understand everything completely, please sign and return to the Vice President of Human Resources/Operations.

Signature

Date