



Match Support Specialist

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 |

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:

- 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.
- 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.
- Apply strategic interventions to identify and strengthen match relationships that require extra support to continue to grow the match relationship.
- 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.
- Provide high-level expertise in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Ensure all community-based contacts and initiatives are operating within program guidelines.
- Conduct introduction meetings for new match relationships and, as required, facilitate enrollment procedures to successfully enroll and acclimate participants into the Program.
- 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.

Team Functions:

- Collaborate with other service delivery staff to ensure smooth transition among functions.
- Help in other program areas as part of the team when needed, attend events as requested by the agency.
- Assist in program development and strategies for growth through participation with workgroups.
- Assist in defining and meeting deliverables and/or outcomes for the Program team.
- Regularly and consistently demonstrates the Big Brothers Big Sisters of Central Ohio values and guiding principles.
- Performs other duties as assigned.

Required Qualifications and Requirements:

- Bachelor's degree (OR an Associate's Degree and a minimum 4 years relevant experience OR no degree, but a minimum of 8 years relevant experience OR within six months of Bachelor's degree completion).
- 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.
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- 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:

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, and 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 areas of change management, unexpected internal and external priorities, ambiguity, resilience, perseverance, gratitude, visionary thinking, learning from the past, and being in the present.
- **Personal Responsibility.** Shows a tendency to be careful and reliable in one's actions in contributing to group efforts. This includes performance in the areas of personal and professional accessibility, accountability, results orientation, promptness, service mindset, listening, confidence, compliance, providing feedback and coaching, thinking "one agency", continuous quality and performance improvement, innovation and creativity, and teamwork.

Equal Employment Opportunity

BBBSCO 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