



Match Support & Child Enrollment Specialist

Position summary

Big Brothers Big Sisters of Central Iowa's mission is to provide children facing adversity with strong and enduring, professionally supported one-to-one mentoring relationships that change their lives for the better, forever. A Match Support Specialist's responsibility is to provide support for those relationships, primarily through phone calls and emails, to ensure the following: child safety; positive impacts for youth; constructive and satisfying relationships between volunteers, children and families; and a strong sense of affiliation with BBBS, especially on the part of volunteers.

The Community Based Match Support Specialist reports directly to the Director of Programs & Operations. This position is 40 hours per week, which includes some shifts to 7 p.m. Hours vary from day to day between 9 a.m. and 7 p.m. Monday-Friday and are determined by the need of the agency. Occasional weekend hours may be needed.

Responsibilities

Required duties may include:

1. Provide ongoing support to all match parties including the volunteer, parent, and child to ensure adherence to program guidelines, child safety and to offer appropriate coaching
2. Secure surveys from match parties to gauge outcomes of participation
3. Connect families to other resources in the community as appropriate
4. Document and conduct all duties in accordance with legal and organizational requirements
5. Interview child and parent/guardian to determine eligibility for program and complete written assessments to help determine a successful match
6. Work collaboratively with other members of the community based team (match support, child enrollment, and volunteer enrollment) to intentionally match enrolling children with potential Bigs/volunteers
7. Schedule and lead introductory match meeting between volunteer, child and parent to review rules, guidelines and expectations
8. Represent the organization in a positive light, reinforcing the organization's mission
9. Other duties as assigned by Director of Programs & Operations in support of the organization's mission

Skill Requirements

1. Ability to work individually while positively contributing to a team environment
2. Excellent oral and written communication skills
3. Ability to use time effectively and focus on details while meeting agency goals related to quality and safety
4. Computer competence (i.e. Microsoft Office, Outlook, Google Docs, Database Management)
5. Strong relationship building skills
6. Comfortable with and ability to connect with others via phone and email
7. Ability to handle multiple tasks at once, while prioritizing deadlines

Qualifications

1. Bachelor's degree in Social Work or Human Services preferred; Bachelor's in a related field required
2. Pass Department of Criminal Investigation, Department of Transportation and Child Abuse Registry background checks according to organization's standards
3. Possess a valid (United States) driver's license
4. Ability and willingness to travel locally
5. Displays a sense of cultural competence and has experience practicing inclusivity amongst a variety of populations
6. Work a flexible schedule according to agency needs which may include some evening hours and occasional weekend hours

To Apply: Please send resume and cover letter to:

Tony Leo
Director of Program & Operations
Big Brothers Big Sisters of Central Iowa
tleo@bbbsia.org
Job Type: Full-time
Salary Range: \$29,000.00 to \$33,000.00 /year