



## **Position Description for MATCH SUPPORT & CHILD ENROLLMENT SPECIALIST**

The Match Support & Child Enrollment Specialist plays a key role in the Programs Department by providing support and guidance for a caseload of one-to-one mentoring 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. This position will also be responsible for interviewing and enrolling youth and parents/guardians to determine eligibility for the program and help identify the best mentor to match them with. This position reports directly to the Director of Programs.

Big Brothers Big Sisters of Central Iowa works to defend, ignite, and empower potential in youth through strong, enduring, and professionally supported mentoring relationships between adult volunteers (Bigs) and children (Littles), ages 5 through 18, in Polk, Dallas, and Warren counties. BBBS of Central Iowa partners with parents/guardians, volunteers, schools, donors, and others in the community to be accountable for helping youth in our program achieve:

- 1) Educational success,
- 2) Avoidance of unhealthy behaviors, and
- 3) Higher aspirations, greater confidence, and better relationships.

### **EMPLOYMENT CATEGORY:**

- Full-time – 40 hours per week; eligible benefits include generous PTO, 11 paid holidays, medical and dental, vision, life, disability and other voluntary insurance, and 401(k) matching
- Non-exempt – compensated on an hourly basis and is overtime eligible

### **POSITION SUMMARY:**

The primary duties of the Match Support & Child Enrollment Specialist are to help mentor relationships become successful through coaching and guidance and to enroll Littles into the program. This position will rely on experience, knowledge, strong collaboration, and decision-making. It is the expectation of this role to deliver with excellence to successfully accomplish the agency's goals.

### **POSITION RESPONSIBILITIES:**

Required duties may include:

- 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
- Secure surveys from match parties to gauge outcomes of participation

- Connect families to other resources in the community as appropriate
- Document and conduct all duties in accordance with legal and organizational requirements
- Interview child and parent/guardian to determine eligibility for program and complete written assessments to help determine a successful match
- 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
- Schedule and lead introductory match meeting between volunteer, child and parent to review rules, guidelines and expectations
- Represent the organization in a positive light, reinforcing the organization's mission
- Other duties as assigned by Director of Programs in support of the organization's mission

**POSITION QUALIFICATIONS:**

- Bachelor's degree in Social Work or Human Services preferred; Bachelor's in a related field required
- Mission driven about youth development, mentoring, and serving a diverse community
- Passionate about Big Brothers Big Sisters' mission
- High level of proficiency with MS Office suite (particularly Word, Outlook, and Excel) and competency to learn technology platforms used by BBBSCI
- Ability to work individually while positively contributing to a team environment
- Excellent oral and written communication skills
- Ability to use time effectively and focus on details while meeting agency goals related to quality and safety
- Work a flexible schedule according to agency needs which may include some evening hours and occasional weekend hours
- Strong relationship building skills
- Pass Department of Criminal Investigation, Department of Transportation and Child Abuse Registry background checks according to organization's standards
- Possess a valid (United States) driver's license

**COMPETENCIES NEEDED TO BE SUCCESSFUL WITHIN BBBSCI:**

- Inclusive, resilient, resourceful, with a service-to-others mindset
- Innovative thinker and problem solver
- Strong work ethic, initiative, time-management, and organizational skills
- Excellent interpersonal skills with a diverse group of colleagues and stakeholders
- Displays a sense of cultural competence and has experience practicing inclusivity amongst a variety of populations

**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](mailto:tleo@bbbsia.org)  
Salary Range: \$38,000.00 to \$42,000.00 /year