



Big Brothers Big Sisters.
OF GREATER CINCINNATI

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

Match Enrollment Specialist For Immediate Hire Posted 3/1/2023

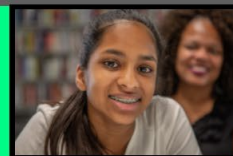
The Match Enrollment Specialist engages interested youth, parents/guardians, and volunteers and initiates the enrollment process, while providing a high level of customer service. The team assesses youth and volunteers for eligibility and suitability for the program and places them in an appropriate match.

The Match Enrollment Specialist is responsible for the following:

- Assess the eligibility, suitability, and match-ability of all applicants, including their ability to build and sustain a safe and healthy relationship.
- Ensure a client centered approach from inquiry to match support.
- Make matches that are most likely to result in strong and enduring relationships.
- Ensure participant's understanding and buy-in on agency policies and program expectations.
- Begin the process of evaluating impact through collection of baseline data.
- Ensure that appropriate pre-match training is provided to all participants.
- Effectively communicate with Match Support Specialists the training and support needs of incoming matches.

Program Expectations:

- Assess and provide for individual training needs, information and support needs for each match participant to assure a positive youth and development experience for the child and successful and satisfying experience for the volunteer.
- Ensure accurate documentation is completed in database according to BBBS Standards and Agency policies & procedures.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Work with strategically identified external partners (ie. Schools, community centers, corporations, etc.) to build relationships for youth referrals and family resources.
- Share with development and/or marketing staff potential partnership relationships and stories as discovered through match contacts with Big, Little and Parent/Guardian.
- Maintain customer service at levels exceeding expectations of our partners, volunteers, parents, and children.
- Be an ambassador for BBBSGC by representing BBBS in a professional manner, identifying and seizing opportunities to recruit volunteers, and furthering the mission of BBBS.
- Secure documents specific to the needs of agency grants upon enrollment.





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General:

- Attend required meetings and events as scheduled.
- Establish and promote positive communication among all team members of BBBSGC to increase collaboration and reduce inefficiencies.
- Represent BBBSGC in a professional manner at all times, providing courteous service to both internal and external constituents and presenting a positive image of BBBSGC.
- Abide by BBBSGC policies and practices.
- Complete other duties as assigned.
- Must be comfortable conducting home visits in all neighborhoods in Cincinnati, Northern Kentucky, and Clermont County.

Performance will be evaluated based on meeting the requirements of the job description; meeting performance metrics and other quality indicators established for this position; working effectively in a team environment; and demonstrating the values of Big Brothers Big Sisters of Greater Cincinnati.

Experience, education, degrees, and licenses:

- A Bachelor's Degree, from an accredited college or university, preferably in social work, counseling, social services or educational field.
- Participation in continuing education programs as requested.
- Must be able to work proficiently with computers and other office equipment.

Physical demands/Work environment:

- Required to travel approximately 75% of time to meet agency needs (often in places of employment or individual homes), attend conferences and meetings, etc. Travel is generally within Greater Cincinnati.
- Must have reliable transportation. Drivers of privately-owned vehicles must have valid driver's license and meet state required automobile insurance minimums. May be required to transport clients.
- Must be able to pass a background check consisting of National Sex Offender, Criminal History and driving check.
- Must be comfortable conducting home visits in all neighborhoods in Cincinnati, Northern Kentucky, and Clermont County.
- Some evenings and weekends required.

Compensation:

- Salary: \$34,395 (\$16.53/hour)
- Generous paid time off including annual holiday, vacation and personal days

Equal Employment Opportunity - BBBS of Greater Cincinnati 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.





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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.

Email Resume and Letter of Interest to Peter Boudreau, Chief Program Officer at boudreau@bigsforkids.org

