



**Match Enrollment Specialist/
Site Based Case Manager (full time)
For Immediate Hiring – Posted**

This position is responsible for providing enrollment and match support to site-based programs to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers. The Site-based program requires the Case Manager to visit numerous schools and facilitate after-school programs in Greater Cincinnati. The Match Enrollment team 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.

The Site Based Case Manager is responsible for the following:

- Help recruit volunteers and youth.
- Provide training to volunteers.
- Interview youth, volunteers and parents/guardians.
- Conduct in-person match meetings.
- Collaborate with volunteers and youth to establish annual youth outcome development plans based upon building developmental assets in the child's life for outcome evaluations.
- Provide ongoing support for the assigned matches in creative ways to achieve length of match, closure and outcome evaluation goals.
 - Match support contacts may be accomplished through a combination of telephone, email and/or in-person communication.
 - Provide on-going support to matches including but not limited to:
 - crisis intervention and referrals for counseling
 - advocacy, and information
 - referrals to access resources and problem resolution.
 - Communicate with teachers and site staff to maintain and build relationships with the agency.
 - Maintain consistent communication with parents of children in the program.





Big Brothers Big Sisters.
OF GREATER CINCINNATI

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

- Schedule formal annual match meetings to complete surveys and update match goals and youth development outcomes plan.
- Complete updated and accurate documentation and paperwork for each match according to National and BBBSGC standards.
- Complete and submit monthly statistics and provide accurate and timely program statistics.
- Maintain flexible hours to include some evenings and weekends, and to be available for matches to contact directly.
- Other duties as assigned.

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.
- Project Management – Demonstrated ability to perform task analysis, implement and manage new projects, process work flow, and establish and manage timelines.

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.





Big Brothers Big Sisters.
OF GREATER CINCINNATI

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

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: \$34,394.88
- Competitive benefits package including health, dental, LTD, Life Insurance and Simple IRA match
- 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.

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 Julie Knutson, Director of Enrollment, knutson@bigforkids.org

