

Match Support Specialist

For Immediate Hiring - Posted January 18, 2022

We are in search of a Match Support Specialist who is passionate about our vision and mission. Our vision is that all youth achieve their full potential. Our mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

The primary function of this position is to ensure youth are safe and are in healthy, positive relationships with their mentors. You must be a go-getter, personable and patient, organized, motivated, accountable, someone who grasps new skills and concepts quickly, is coachable, is a problem solver, and is a think-on-your-feet kind of person. You will contribute to the Program team by providing exceptional customer service to volunteers, youth and families to effectively support them in the Big Brothers Big Sisters program. The expectation is that you will deliver quality service, work to facilitate a positive match experience, document with exceptional quality, provide professional assessments and notes in the proprietary BBBS database, and exceed program goals.

We want people of all backgrounds to see themselves represented and included in our work, so we actively seek to diversity our team and bring more voices to the table. We know that teams perform at their highest when they feel supported and they belong. Each of our team members bring unique perspectives and skills and we commit to building a culture where voices are heard, differences are celebrated and everyone has the opportunity to do meaningful work. Together, we affirm that every person has the opportunity to reach their full potential. We are committed to creating and cultivating a safe environment where all individuals feel respected and valued equally.

You are the right fit for this position if you:

- Write in a clear and concise way
- Feel comfortable talking on the phone and can speak interactively with people
- Are persistent
- Are tech savvy (including Microsoft Office proficiency) and proficient at documentation; salesforce knowledge is a plus
- Have experience working with youth and understand youth development
- Are a mindful listener
- Are successful in meeting deadlines and commitments, can multitask and see tasks through with accuracy
- Are able to make connections to prioritize tasks
- Are organized
- Are approachable and interpersonally savvy
- Have the ability to work with diverse populations and geographic areas
- Are able to remain calm and professional in potentially difficult or emotionally charged interpersonal interactions

Here's what you'll do:

- 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.
- Apply strategic interventions to identify and strengthen match relationship that require extra support.



- Provide information and refer resources to youth and/or families in need of additional support services and maintain contact to ensure they are on a path to resolution.
- Provide high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of the job.
- 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.
- 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 required by the agency.
- Assist in program development and strategies for growth.
- 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 initial introduction through closure. Achieve a minimum of 90% support call completion rate.
- Coordinate and conduct surveys and evaluations with assigned program participants achieving a minimum of 90% completion rate.
- Establish, monitor and meet goals for match length and customer satisfaction.

Qualifications:

- Must possess a minimum of a Bachelor's degree in Social Work. Licensure preferred.
- The position is full-time, 40 hours/week and includes evenings and weekends as required. Working hours will meet the needs of clients, but are flexible and includes a remote work option.
- Must be willing to work with diverse populations and in diverse areas.
- Must have viable transportation and a valid drivers' license to meet job responsibilities.
- Must be flexible, organized, a self-starter and prioritize excellent customer service.

Compensation:

- \$33,073 **starting** salary with opportunity for team bonuses
- 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 Peter Boudreau, Chief Program Officer at boudreau@bigforkids.org

