



Position Available

Name of Organization: Big Brothers Big Sisters of Central Carolinas
Title of Position: Enrollment and Match Support Specialist – (Cabarrus)
Date Position Available: Immediately
Position Reports to: Area Director - Cabarrus
Position: Full Time (40 hr. work week)

About Us:

Mission: To create and support one-to-one mentoring relationships that ignite the power and promise of youth.

Vision: All youth achieve their full potential.

Big Brothers Big Sisters of Central Carolinas partners with individual donors, foundations, corporations, government and others to build the critical network of support that funds and enables the work of carefully matching children with caring adult mentors and providing ongoing support to the child, volunteer mentor and child's family. Big Brothers Big Sisters targets children who need us most, including those living in single parent homes, growing up in poverty and coping with parental incarceration. More than 1,400 Matches (Bigs & Littles) get together regularly in the Central Carolinas region, creating and building life-changing friendships. Research proves that children enrolled in Big Brothers Big Sisters programs are more likely to improve in school and in their relationships with family and friends, and less likely to skip school or use illegal drugs or alcohol. Big Brothers Big Sisters of Central Carolinas has been recognized as a leader in the non-profit industry and in the BBBS network; winning the National BBBSCC Gold Standard Award and, locally, the Mayor's Mentoring Alliance Large Agency Best Practices award the last four years in a row. Our Development Team works hard to create unique, positive, memorable experiences for our volunteers, supporters and event participants. We deeply value the relationships created and the dollars generated from each of our donors, large or small.

Position Summary:

The Enrollment and Match Support Specialist reports to the Cabarrus Area Director. Essential to the BBBSCC brand, the primary function of this position is to ensure that volunteers and children are appropriately enrolled and matched while executing a high degree of independent judgment when utilizing BBBSCC standards and practices. A high-level customer service, focusing on volunteer options and child safety, is to be demonstrated throughout the volunteer and child enrollment and matching process.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield; youth/parent processing time, customer satisfaction. The incumbent will support volunteers, parents, and children through contacts, and resources.

- Assess volunteer “fit” to BBBSCC. Conduct volunteer enrollments, including: individual orientations, interviews, and completion of any other enrollment processes. Assess the necessity of home visits and complete as indicated.
- Conduct client enrollments including parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.
- Ensure a high-level of proficiency and skill in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families.
- Review and follow-up on references as necessary to gain additional data to complete the assessment process.
- Conduct volunteer and client reassessments/updates as indicated.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Review all enrollment information and assessments and make recommendations for participation in the program based on this information. Assess and apply factors contributing to successful match.
- Effectively align volunteer interests and qualifications with service options of agency. Consult with other service delivery staff and/or supervisor as appropriate.
- High degree of collaboration with other service delivery staff to ensure smooth transition among functions.
- Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed and resolved as early as possible. Match support is provided on a frequency according to BBBS Standards, at a minimum.
- Assess and provide individual training need, information and support needs for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
- Develop, promote and implement individual and group match activities to support ongoing volunteer involvement with the child and agency affiliation through individualized recognition, annual events, and reengagement strategies.
- Effectively utilize P. O. E., SOR, and YOS surveys to assess match impact on youth development.
- Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly refer exit interview to supervisor or third party assessment.
- Other duties as assigned

Qualifications:

- Bachelor's Degree
- 2-3 Years' experience in human services or case management
- Excellent Computer Skills
- Excellent Written and Verbal Communication skills
- Demonstrate Attention to detail
- Good organizational and time-management skills
- Valid Driver's License and reliable transportation
- Experienced user of Microsoft Office and Adobe products

Application Procedures and Instructions:

Interested applicants should submit a cover letter, resume and contact information for three references to careers@bbbscentralcarolinas.org. Subject line should be, Enrollment and Match Support Specialist – (Cabarrus)

For additional information, visit: www.bbbscentralcarolinas.org