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## ***Position Available***

Name of Organization: Big Brothers Big Sisters of Central Carolinas  
Title of Position: Enrollment and Match Support Specialist – (Mecklenburg)  
Date Position Available: TBD  
Position Reports to: Program Manager  
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 1,000 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 Program Manager in Mecklenburg County. 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.

- Enroll youth and volunteers into the program: The EMS/MSS will conduct orientations, interviews, assessments and assign match development plans in accordance to the BBBS Service Delivery Model.
- Match youth and volunteers: The Program Coordinator will determine match and facilitate match meetings.
- Maintain Records: The EMS/MSS will maintain accurate Matchforce and hardcopy match records as required by BBBS Service delivery Model.
- Provide on-going match support: The EMS/MSS will support and strengthen on- going match relationships and provide match training as described in the BBBS Service Delivery Model.
- Assess volunteer "fit" to BBBS. 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.
- Provide comprehensive assessments and match support recommendations for volunteer and child participation in the program based upon assessments of each individual volunteer. Maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
- Collect program outcome measurements, demographics & program statistics: The Program Coordinator will collect required case management data, such as Youth Outcome Survey (YOS), Child Outcome Survey (COS), Strength of relationship Survey (SOR) and demographics on youth served.
- High degree of collaboration with other service delivery staff to ensure smooth transition among functions.
- Determine matches and facilitate match meetings. Accommodate volunteer and family schedules.
- 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, a minimum.
- Assess and provide for individual training needs, 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.
- 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.
- 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](mailto:careers@bbbscentralcarolinas.org). Subject line should be, **Enrollment and Match Support Specialist – (Mecklenburg)**

For additional information, visit: [www.bbbscentralcarolinas.org](http://www.bbbscentralcarolinas.org)