



Job Description:

Enrollment and Matching Specialist (Bilingual: Spanish)

**Enrollment and Matching Specialist** 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 BBBS Standards and Practices. This position requires a high-level of customer service, focusing on volunteer options and child safety, to be demonstrated throughout the volunteer and child enrollment and matching process to ensure that everyone receives an engaging, positive and personalized experience with Big Brothers Big Sisters Columbia Northwest. The successful incumbent will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield; youth/parent processing time, customer satisfaction.

**Responsibilities Include:**

- Facilitate prospective new mentor trainings and support Program with recruitment and processing of potential volunteers and families as needed.
- Manage a pipeline of applicants to the program, both adult volunteers and families, in alignment with the service delivery goals of the agency.
- Schedule and conduct volunteer enrollment, including individual orientations, online training, and interviews.
- Assist CRS with any other enrollment requirements (e.g. background checks, reference checks, as needed).
- 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. Provide comprehensive assessments and match support recommendations for volunteer and child participation in the program based upon assessments of each individual volunteer.
- Review and follow-up on references as necessary to gain additional data to complete the assessment process.
- Prepare written assessments and recommendations within 7 business days post-interview based on enrollment interviews of volunteers and children/families.
- Review all enrollment information and assessments and make recommendations for participation in the program (acceptance/non-acceptance) based on professional judgement of the EMS.
- Participate in continuous and thorough communication with colleagues to meet team goals.
- Complete pre-match functions; making recommendations; assessing and applying factors contributing to successful match, pre-match calls, and conducting match introductions based on family and volunteer needs and availability.
- Consult with other service delivery staff and/or supervisor as appropriate.
- Conduct volunteer re-assessments/updates as indicated as well as re-match interviews upon match closures; re-assessing and evaluating volunteers for a new match.
- Assist with site-based volunteer and child interviews; seasonal and as needed.
- Communicate effectively with native speakers of Spanish.

*Collaborative Work*

- Participate in Enrollment Roundtables.
- Provide monthly progress updates regarding volunteer and client inquiries, identifying areas of need; tracking trends, identifying targeted recruitment areas based on inquiry information.
- Support Program and other agency fundraising and development initiatives as necessary to maintain the growth of the agency.

- Support Program events (i.e. Back to School picnic, Share the Season, Parent Engagement activities, Bigs Night Out) throughout the year.
- Other duties as assigned by Supervisor.

**Minimum Qualifications:**

- Bachelor's Degree in Social Sciences (or related field) required.
- **Bilingual** English-Spanish (both written and spoken) **required**.
- Assessment and relationship development experience with child and adult populations, including an understanding of child development and family dynamics.
- Previous experience with child and/or adult relationship dynamics; professional familiarity with child development issues; family function/dysfunction; and interpersonal communication.
- The candidate selected for this position must pass a background check.

**Required Skills and Abilities:**

- Ability to effectively promote the agency mission and vision, both internally and externally.
- Proficiency in technical areas such as Microsoft Office.
- Accurate data-entry skills.
- Excellent oral communication skills reflecting solid customer service both in-person and via the telephone.
- High-level relationship development comprehension.
- Ability to relate well in cross-cultural environments.
- Ability to use time effectively, focus on details, and adapt to shifting priorities.
- Ability to maintain confidentiality throughout daily operations.
- Ability to effectively collaborate with other staff and community partners.
- Able to use time effectively and work independently.
- Comfortable with high performance standards.

**Job Type:** Full-time

**Salary:** \$17.00 /hour

**Supervisor:**

Program Director

**Work Environment:**

Office environment    Remote Office    Some Local Travel Required

**TO APPLY**

Big Brothers Big Sisters Columbia Northwest is an equal opportunity employer. **If interested, please email resume with a cover letter addressing your interest and experience relevant to the position to [program.specialist@bbbsnorthwest.org](mailto:program.specialist@bbbsnorthwest.org).** Due to the high volume of responses anticipated, we will only respond to candidates who are under consideration. No phone calls, please. For more information about us, please visit: <https://itsbigtime.org/> We look forward to having you join our family committed to building bonds to change lives.

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*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Contents may be subject to change to meet the needs of the organization.*