



Job Description:

Match Support Specialist (Bilingual: Spanish)

Overview:

At **Big Brothers Big Sisters Columbia Northwest**, we ignite, inspire, empower and defend the potential of youth in our community through 1:1 dedicated mentorship.

Our work results in Big impact:

BIG- like the number of current matches of Bigs/Littles in our program (**455**)

BIG- like the percent increase we see in Oregon Graduation Rates with students enrolled in our program (**24% increase!**)

BIG – like the number of hours we have spent counting laughter in a room full of Bigs/Littles (**989,764**)

BIG- like the number of Littles waiting to be matched to a Big (**331**)

Will you join the team that continues our mission to build bonds of mentorship that ignite and inspire the potential of youth? We are currently seeking a **Match Support Specialist (MSS)** who will support a caseload of “matches” between adult volunteers (Bigs) and children (Littles), ages 6 through 18. The MSS is responsible for providing match support to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBSCNW on the part of volunteers. This position will produce positive outcomes in the following areas: match closure rate, match retention rate, average match length, volunteer rematch rate, and customer satisfaction.

Position Responsibilities:

- Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction.
- Maintain a match caseload of 85-95 matches (monthly & quarterly contacts).
- Meet or exceed minimum goal of 93% Match Support done.
- Complete first 2-week match contact for all new matches on time.
- Assess and provide for individual coaching 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.
- 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.
- Nominate a minimum of 2 Bigs from caseload for Big of the Year.
- Conduct scheduled match surveys in a timely manner and achieve minimum goal of 80% completion rate.
- Effectively utilizes YOS and SOR 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 prematurely or unexpectedly, refer exit interview to supervisor for third party assessment.
- Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
- Maintain accurate and timely records for each match based on contact due dates.
- Supports ongoing volunteer involvement through individualized recognition, encouraging participation in annual and match events, and re-engagement strategies as Bigs, board members, and donors in other volunteer capacities upon match closure.
- Assist with agency's administrative, marketing, development, and fundraising efforts as assigned; i.e. monthly match stories for development purposes.

- Weekend work is expected to meet the needs of our clients and families when appropriate.

Minimum Qualifications:

- Bachelor's Degree in social services, human services, or related field required.
- Bilingual (English-Spanish) verbal and written **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 a plus.
- Proficiency in child safety and risk management knowledge, policies and procedures.

Required Skills and Abilities:

- Proficiency in technical areas such as Microsoft Office Suite.
- Excellent oral and written communication skills reflecting solid customer service.
- Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction.
- Ability to effectively assess and execute the following relational support skills; guiding, supporting, confronting, advising, and/or negotiating.
- Effectively uses active and attentive listening to confirm understanding; coach others through the use of reflective questioning; personalize communication content and delivery to fit different perspectives, backgrounds or styles of audience; document information about matches clearly and concisely in order to keep records accurate and up to date.
- Solid conflict resolution skills (internal and external conflicts).
- Ability to relate well in cross-cultural environments.
- Ability to use time effectively, focus on details, adapt to shifting priorities, and work independently.
- Ability to maintain confidentiality throughout daily operations.
- Ability to effectively collaborate with other staff and community partners.
- Comfortable with high performance agency and program standards.
- Complete appropriate meetings and trainings as directed by supervisor.
- Performs other duties as assigned by supervisor.

Supervisor:

Program Director

Pay and Benefits:

This is a full time, non-exempt position with a great benefit package. Typical schedule; Mon-Fri; 10:30am-7:00pm, 11am-7:30pm, 11:30am to 8pm, or as approved by Program Director.

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.** 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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