



## Job Description: **Match Support Specialist**

### **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 (**521**)

**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 an additional **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 BBBS CNW 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 80-90 matches (monthly & quarterly contacts).
- Meet or exceed minimum goal of 93% Match Support completion monthly.
- Introduce a minimum of 2-3 new matches a month and complete first 2-week match contact 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 annually.
- Conduct scheduled match surveys in a timely manner and achieve minimum goal of 80% completion rate.
- Effectively utilize agency 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 for third party assessment.
- Support ongoing volunteer involvement through individualized recognition, encourage participation in annual and match events, and implement re-engagement strategies as Bigs, board members, and donors in other volunteer capacities upon match closure.
- Share with development and/or marketing staff potential partnership relationships as discovered through volunteers’ and parents’ employers and affiliations.

**Big Brothers Big Sisters Columbia Northwest**

1827 NE 44<sup>th</sup> Ave, Portland, OR 97213

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- Maintain accurate and timely records for each individual and match in agency data system.
- Participate and assist with coordination for Match Program events (i.e. Back to School picnic, Share the Season, Parent Engagement activities, Bigs Night Out) throughout the year.
- Weekend work is expected to meet the needs of our clients and families when deemed necessary.
- Other duties as assigned by Supervisor.
- All staff are invited to participate in committees doing work on diversity, equity, and inclusion. One current initiative centers LGBTQ inclusion.

#### **Minimum Qualifications:**

- Bachelor's Degree in social services, human services, or related field 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.
- At BBBSCNW, we are committed to supporting staff who reflect the diversity of the children and families we serve. LGBTQ people, people of color, immigrants, and people with disabilities, among others, are encouraged to apply.
- Bilingual skills in Spanish or other language(s) preferred.

#### **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 and demonstrate allyship with others.
- 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 standards.
- Complete appropriate meetings and trainings as directed by supervisor.

#### **Pay and Benefits**

This is a regular full-time position with a great benefits package. The position is located in our Portland office, with travel within the Portland Metro and Southwest Washington region.

- \$34,000-\$37,000 dependent on experience
- 100% employer paid Health, Dental, and Vision Insurance for employee
- Generous paid time off and holiday schedule

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**Schedule:**

This is a full time, non-exempt position. Typical schedule; Mon-Fri; 10:30am-7:00pm, 11am-7:30pm, or as approved by Program Director. Weekends as needed.

**Supervisor:**

Program Director

**Work Environment:**

- Routine office environment.
- Some local travel required.

**Commitment to Diversity:** Our goal is to be a diverse workforce that is representative of the community we serve. At Big Brothers Big Sisters Columbia Northwest (BBBSCNW), we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and colleagues without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, military and veteran status, and any other characteristic protected by applicable law. BBBSCNW believes that diversity, equity and inclusion among our colleagues is critical to our success as a social change organization and we seek to recruit, develop and retain the most talented people from a diverse candidate pool.

**Interested? Apply now!**

**Please email resume and cover letter to:** [program.specialist@bbbsnorthwest.org](mailto:program.specialist@bbbsnorthwest.org). Applications received by **Feb. 10, 2020**, will receive priority. Due to the high volume of responses anticipated, we will only respond to candidates who are under consideration. No phone calls please. BBBSCNW is a proud Equal Opportunity Employer. For more information about us, please visit: <https://itsbigtime.org>.

*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.*

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