



Enrollment and Matching Specialist

Job Description

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. Our goal is to be a workforce that is representative of the communities we serve.

Big Brothers Big Sisters Columbia Northwest is a dynamic mentoring agency that provides youth with professionally supported one-to-one mentoring relationships. We are seeking a full-time **Enrollment and Matching Specialist** to support incoming participants. This is a client facing position that requires regular, 1:1 interaction with volunteers and families. If you want to work alongside a great group of co-workers in a professional yet warm agency environment, then please keep reading!

This position is responsible for providing high-level youth and volunteer customer service and screening through the effective implementation of the BBBSA enrollment and matching process. The Enrollment and Matching Specialist will produce positive outcomes in volunteer yield and processing time, youth yield, youth/guardian processing time as well as participant satisfaction with match outcomes.

Position Responsibilities

- Conduct enrollments including guardian, youth, and volunteer interviews, youth safety education, and other intake procedures.
- Ensure high-level proficiency in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Identify child safety issues for volunteers, youth and their families.
- Collaborate with other service delivery staff to ensure smooth transition among functions.
- Assess and refer families for alternative or additional services as needed.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Bring to the attention of Program Manager any concerns regarding family or volunteer circumstances.
- Review all enrollment information and assessments and make recommendations for participation into the program based on this information.
- Provide timely and comprehensive reports and recommendations for participation in the program based upon assessments of each individual volunteer.

- Propose new matches, upon approval facilitate Match Introductions with Match Support Specialist in accordance with volunteer and family schedules.
- Make recommendations to Match Support Specialist for participant training and support needs.
- Maintain accurate records according to BBBSA, database and agency standards, BBBSA Service Delivery Model, and BBBSA Program Manual.
- Enter complete and timely information into Salesforce CRM system.
- Involve Program Manager in any child safety concerns or reporting to DHS.
- Assist at agency events as needed.
- Other duties as assigned or requested by Program Manager.

Minimum Qualifications

- Bachelor's Degree in Social Sciences or similar; or equivalent work experience (3+ years in a professional environment supporting children and families).
- Bilingual (English-Spanish) a plus.
- 3 years' experience in customer relations and/or administration strongly preferred.
- Previous experience with child and/or adult relationship dynamics; professional familiarity with child development challenges; family function/dysfunction; and interpersonal communication a plus.
- The candidate selected for this position must pass a fingerprint background check.
- Must have access to reliable transportation for job duties and agency activities.

Required Skills and Abilities

- Ability to effectively promote the agency's mission and vision, both internally and externally.
- Professional phone etiquette with a strong phone presence.
- Excellent attention to detail and time management skills.
- Proficiency in technical areas such as Microsoft Office.
- Accurate data-entry skills. (Experience with Salesforce a plus)
- Accurate and timely response in all communications.
- Excellent oral communication skills reflecting solid customer service both in-person and via the telephone.
- Comfortable with sensitive conversations with program participants.
- Ability to relate well in cross-cultural environments.
- Ability to use time effectively, focus on details, adapt to shifting priorities, and position and promote opportunities.
- 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 people and social settings.
- Comfortable with high performance standards.

Supervisor

Program Manager

Pay and Benefits

This is a permanent, full-time position with a great benefit package. The position is located in our SW Portland office, with occasional weekend hours and occasional travel within the Portland metro and Southwest Washington region. This position requires a minimum of two evenings per week.

1. \$38,000-\$40,000 Annual Pay
2. 100% employer paid Health, Dental, and Vision
3. Generous paid time off (6.15 hours accrual per pay period) and 9 paid holidays
4. Employee Assistance Program
5. Flexible, hybrid work environment (up to 2x per week work from home, performance dependent)

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.

EQUAL EMPLOYMENT OPPORTUNITY

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 is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.