



Match Success Specialist

Overview:

Big Brothers Big Sisters Columbia Northwest (BBBSCNW) creates and supports 1:1 mentoring relationships (matches) that ignite the power and promise of youth, with the vision that all youth reach their full potential. 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.

We are currently hiring a Full Time Match Success Specialist (MSS). This colleague will support matches with a large range of cultural and ethnic backgrounds, sexual identities, and beliefs.

Match Success Specialists support a caseload of “matches” between adult volunteers (Bigs) and children (Littles) ages 6 through 18. The MSS is responsible for regular connection and documentation with all match parties to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, between parents/guardians and volunteers, and a strong sense of affiliation with BBBSCNW. This position will produce positive outcomes in the following areas: match retention rate, average match length, volunteer rematch rate, match closure rate, and participant satisfaction.

Position Responsibilities:

- Build relationships with a caseload of up to 70-75 matches (youth and adults) over the phone, in person, via email, and otherwise, to continually assess the match relationship, focusing on child safety, match relationship development, positive youth development and volunteer satisfaction.
- Achieve a minimum goal of 90% Match Support Contacts completed on time.
- Conduct scheduled match surveys on time and achieve minimum goal of 80% completion rate.
- Assess and provide individual coaching needs, information, referrals, and other support needs for each match participant. Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Maintain accurate, timely, and daily case notes (and communications) in our Salesforce database for each contact and match.
- Provide a high-level of customer service for volunteers at every stage of their involvement with the agency.
- Communicate and collaborate with internal departments, clients, and external stakeholders.
- Participate in agency events throughout the year and attend match activities to engage with matches.

- The position is full-time, 40 hours a week, hybrid in-office and remote work. The schedule has variable requirements, which can include days in the office, evening and weekend work, and some local travel to meet the needs of our clients and families.
- Must be flexible to accommodate responsibilities and other duties as assigned.

What we look for:

- Demonstrated success working with BIPOC communities, especially Black/African American and Latine community members, and ability to relate well in intercultural environments.
- Bachelor's Degree in social services, human services, or related field, or four years of work in a relevant position.
- Fluent Bilingual (English/Spanish) abilities, verbal and written, are a plus.
- Positive 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; such as ACEs and trauma informed care, and interpersonal communication a plus.
- Strong ability to coach others using reflective questioning.
- Excellent oral and written communication skills reflecting high-quality customer service.
- Ability to personalize communication content and delivery to fit different perspectives, backgrounds, or styles.
- Ability to use time effectively, focus on details, adapt to shifting priorities, and work independently, as well as within a team.
- Ability to maintain confidentiality throughout daily operations.
- Ability to document and input case notes daily and on time.
- Ability to attend and engage in person agency events and match activities.
- Must have viable transportation, valid driver license and auto insurance to meet job responsibilities such as home visits, agency events and match activities.
- The candidate selected for this position must pass a fingerprint background check.
- Comfortable with high performance agency and program standards.
- Proficiency in technical areas such as Microsoft Office Suite. Salesforce experience a plus.
- *The candidate may demonstrate lived experience engaging BIPOC, immigrant, LGBTQ+, or other marginalized communities in work that is highly relevant to this position in lieu of other credentials.*

What we offer:

- Approved hybrid work schedule
- Annual Pay \$43,500 - \$46,500 per year Non-Exempt
- Employer-covered Medical, Dental, Vision and Life Insurance for employee
- Generous Paid Time Off and Holiday schedule

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 at any time to meet the needs of the organization.

Interested? Apply now!

Please email resume and cover letter to HR@bbbsnorthwest.org. Due to the high volume of responses anticipated, we will only respond to candidates who are under consideration. No phone calls please. BBBSCNW is an EEO employer. For more information about us, please visit: <https://itsbigtime.org/>. We can't wait to meet you!

Equal Opportunity Employer:

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.