



MATCH SUPPORT SPECIALIST

Big Brothers Big Sisters of the Greater Sacramento Area's (BBBS) mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. Our vision is that all youth achieve their full potential.

GENERAL SUMMARY

Under the direction of the Program Director, the Match Support Specialist is responsible for fostering, and supporting the relationship between the family, youth, and the volunteer. This position is the primary point of contact for parties involved in the Match and must be able to utilize independent judgment while using BBBS standards to ensure program compliance and success.

This is a full-time, non-exempt, hourly position eligible for Medical, Dental, Vision, Retirement Savings Plan (with employer match), Sick, Vacation and other PTO.

This position is based at the BBBS main office located in Sacramento, California, and is eligible for remote work based on the approval of the Chief Executive Officer. This position will require limited travel throughout the greater Sacramento area as necessary based on case load requirements.

ESSENTIAL DUTIES/ RESPONSIBILITIES

This position is committed to the success and safety of all participants and is continually seeking to program outcomes.

Match Support

- Helps in the facilitation of introductions between approved Matches.
- Provides ongoing support throughout the match to all participants. Support includes but is not limited to, problem solving, providing ideas for activities, completing safety checks, creating and measuring goals, and providing other opportunities for success.
- Ensures appropriate follow-up and check-in calls are made in accordance with BBBS standards, at a minimum. Additional contact may be required based on individual circumstances.
- Completes surveys as required.
- Looks for opportunities to continually expand supportive services provided to participants.
- Escalates concerns immediately to supervisor or Program Director.

Miscellaneous

- Provides information to internal partners to assist with revenue growth and stewardship of supporters.
- Uses interpersonal skills and makes sound judgment to achieve maximum outcomes.
- Facilitates cross-channel feedback within the organization.
- Observes, reviews, and analyzes processes to identify inefficiencies and areas where improvements could be made.
- Serves as a back-up to various staff as needed.
- Ensures compliance with all BBBS policies, standards, and safety and security regulations.
- Performs other duties as assigned and/or required.

ADDITIONAL DUTIES/ RESPONSIBILITIES

This role will also serve as a back-up to the team with the enrollment on a very limited basis (covering for vacation, etc.). These duties include:

Enrollment

- Responds to families and volunteers who have inquired about enrollment to discuss the program and see if they meet eligibility requirements and would be an appropriate fit for the program.
- Coordinates the application process with families and volunteers upon eligibility approval, and schedules intake interviews accordingly.
- Ensures enrollment process is completed to BBBS standards and that all required documentation has been reviewed and approved.
- Reviews all enrollment information and makes recommendation for participation in the program based on this information.
- Provides support to enrollment outreach at events or as otherwise required based on organizational needs.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skill and/or ability required for the position.

- Ability to work effectively with and relate to people of diverse cultures, ages, and economic backgrounds.
- Successfully complete Mandated Reporter training within 30 days of employment.
- Have a minimum of one year working in social services or closely related field.
- Proven experience communicating professionally with various stakeholders and through multiple modalities.
- Ability to define problems, collect data, establish facts, and draw conclusions, and effectively present information appropriately.
- Relates well and shows sensitivity to internal and external stakeholders. Builds appropriate, constructive and effective rapport to further the mission.
- Proficiency in Microsoft Office Suite, specifically Word and Outlook.
- Ability to quickly learn and operate within organization specific web-based platforms.
- Proven ability to adhere to electronic filing systems, including, but not limited to, file naming conventions.
- Ability to use and conserve organizational resources efficiently and effectively.
- Ability to prioritize and plan work activities.
- Demonstrated organizational skills in handling and prioritizing multiple complex assignments and projects.
- Proven ability to work independently, effectively as an individual and part of a team in a fast-past environment.
- Must possess and maintain a valid driver's license and insurable driving record and have access to a personal vehicle for use during working hours.
- Must not present a direct threat to the safety and health of self or others.
- No record or disclosure of criminal conviction that indicates an ongoing tendency toward theft, violence, dishonesty, deceit, drug manufacture or sale, moral turpitude, or predatory behavior.
- Must be able to perform essential functions of the job description with or without reasonable accommodation.

- Must provide proof of identification and eligibility to work in the United States of America.
- Must successfully pass a background screening.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, walk, sit, use hands and fingers, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl and talk or hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Work environment is usually hectic/fast paced with frequent short deadlines and instances of unusual situations.

This job description does not cover all the activities, duties or responsibilities required of this role. Omission of specific statements of duties does not exclude them from the position if the work is similar or related to the position. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice to accommodate the needs of the organization. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

BBBS is an Equal Opportunity Employer. All qualified applications will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, sexual orientation, gender identity or any other characteristic protected by law.

To Apply: Please submit a resume and cover letter to careers@bbbs-sac.org.