

BIG BROTHERS BIG SISTERS OF OZAUKEE COUNTY

JOB TITLE: MATCH SUPPORT SPECIALIST

POSITION SUMMARY: Essential to the BBBS brand, the primary function of this part-time (20 hours/week) position is to provide 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 on the part of volunteers.

LOCATION: Grafton, WI

POSITION TYPE: Part-time, non-exempt

COMPENSATION: Based on degree and experience

TYPE OF EMPLOYMENT: Direct Hire

JOB RESPONSIBILITIES

1. Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Match support is provided on a frequency according to BBBS Standards, at a minimum.
2. Conduct initial match meeting with all new matches assigned
3. Assess and provide for individual training 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
4. Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
5. Develop strategic interventions to identify and strengthen match relationships that require extra support.
6. Develop, promote and implement individual and group match activities to support ongoing volunteer involvement with the child and agency affiliation through individualized recognition, annual events, and reengagement strategies.
7. Effectively utilize BBBS, BBBSA, and Funder Source's evaluation tools to assess match impact on youth development.
8. Conduct exit interview by phone or via person with all parties at match closure.
9. Identify and promote re-engagement of volunteers as Bigs, board members, and donors in other volunteer capacities.
10. To ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
11. Coordinate & facilitate a minimum of two (2) youth/match events a year. Work closely with other program staff when planning and coordinating events.
12. Other duties as assigned.

JOB QUALIFICATIONS

Minimum Bachelors degree in social services, human resources or related field preferred. Associates degree in related field with minimum of 2 years' experience considered. Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics. Proficiency in Microsoft OFFICE Suite. Will include regular evening and occasionally weekend hours. Some travel throughout Ozaukee County required. Must have car, valid driver's license, and meet state required automobile insurance minimums.

REQUIRED SKILLS AND ABILITIES

Excellent oral and written communication skills reflecting solid customer service both in-person and telephone; ability to: form and sustain appropriate child, volunteer-based relationships based on positive youth development and volunteer satisfaction; effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating; relate well in multicultural environments; effectively collaborate with other volunteer match staff; use time effectively; and focus on details. Ability to collect meaningful data and draw solid conclusions.

BENEFITS & OTHER COMPENSATION:

Holiday Pay, PTO, Flexible schedule, Simple IRA Match