

## **BIG BROTHERS BIG SISTERS OF METROPOLITAN CHICAGO**

### **JOB DESCRIPTION**

**Position:** Bi-lingual Match Support Specialist (Community-Based Program)

**Reports to:** Manager of Match Support

**FLSA Classification:** Exempt

#### **Position Summary:**

The Match Support Specialist is responsible for providing case management services to the volunteers and children matched in one-to-one mentoring relationships. The purpose of match support is to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with Big Brothers Big Sisters of Metropolitan Chicago on part of the volunteers. This position will produce positive outcomes in the following areas: match closure rate, average match length, volunteer/child rematch rate and customer satisfaction.

#### **Position Responsibilities:**

1. Through scheduled in-person, telephone and electronic contact, ascertain that the elements of child safety, match relationship development, positive youth development and volunteer satisfaction are fulfilled and that potential problems and barriers are identified and addressed as early as possible. Promptly notify Supervisor regarding concerns, which negatively impact the match.
2. Document and monitor all elements of match support and supervision for a caseload of 100-110 matches.
3. Assess individual training needs for volunteers, provide information and support 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 proficiency 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 to continue to grow.
6. Assist in planning match activities that offer volunteers and children a variety of opportunities for group interaction and agency affiliation.
7. Attend agency activities to ensure positive growth in match relationships.
8. Implement and promote opportunities to support ongoing volunteer involvement through recognition events, monthly/quarterly volunteer only activities and annual events.
9. Establish, monitor and meet goals for match length and customer satisfaction.
10. Entering and maintaining database changes in addresses, phone numbers, workplaces and other volunteer/client information.

11. Utilize the Program Outcome Evaluation (POE) tool to assess match impact on youth development.
12. Conduct exit interviews by phone with all parties at match closure. Assess reasons for match closure and re-match/re-engagement potential. When match terminates prematurely or unexpectedly refer exit interview to Manager for final review and signature.
13. Share with Development and Marketing department staff potential partnership relationships as discovered through volunteers and parent/guardian's employers and/or affiliations.
14. Conduct Match Introduction Meetings as required to maintain appropriate caseload capacity.
15. Identify and promote re-engagement of volunteers as Bigs, board members, donors and in other volunteer capacities.
16. Provide timely and comprehensive written summaries of all match support contacts in AIM, real-time web based contact management software, in order to comply with BBBS standards.
17. Complete and enter match surveys in AIM in real time in order to comply with BBBS standards.
18. Attend monthly match support team meetings and meet with Manager one time per month for supervision.
19. Comply with all documentation requirements for various grants.
20. Other duties as assigned by Manager.

#### **Job Qualifications**

- Bachelor's degree in social services, human services or related field required.
- Prior case management experience preferred.
- Fluent in Spanish (speaking and written communication)
- Assessment and relational development experience with child and adult populations.
- Understanding of child development and family dynamics.
- Excellent oral and written communication skills.
- Ability to work independently exercising good judgment, make decisions & problem solve.
- Ability to work with confidential information required.
- Strong computer skills - Proficiency in Microsoft Office applications & internet
- Must have reliable transportation, valid driver's license and minimum state required automobile insurance.
- Must be able to work at least 2-3 evenings per week and some weekends as required to fulfill job responsibilities.

**If interested in applying, please forward your  
resume, cover letter and salary requirements to:**

**BBBSMC,**

**Attn: Human Resources  
560 W. Lake St., 5th Floor  
Chicago, IL 60661**

**or fax to: (312) 427-0760**

**or email to: [humanresources@bbbschgo.org](mailto:humanresources@bbbschgo.org)**

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