



Big Brothers Big Sisters

Little Moments. Big Magic.™

JOB DESCRIPTION

Position Title: MATCH SUPPORT SPECIALIST	Exempt
Department: Program	Location: Big Brothers Big Sisters of Greater Cleveland
Reports To: Vice President of Programs	Number of People Supervised: 0

POSITION PURPOSE

Essential to the BBBS brand, the primary function of this 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.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: match closure rate, match retention rate, average match length, volunteer rematch rate, and customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed and resolved as early as possible. Match support is provided on a frequency according to BBBS Standards, at a minimum.

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

Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.

Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.

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.

Effectively utilize P.O.E, to assess match impact on youth development.

Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly refer exit interview to supervisor for third party assessment.

Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.

Identify and promote re-engagement of volunteers as Bigs, board members, and donors in other volunteer capacities.

Consult with other service delivery staff and/or supervisor as appropriate.



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.

EDUCATION & RELATED WORK EXPERIENCE

Education Level:

(minimum & preferred educational requirements necessary to perform this job successfully)

Minimum Bachelors degree in social work, human resources or related field preferred.

SKILLS AND KNOWLEDGE

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

TRAVEL REQUIREMENTS (LIST AS A % OF TOTAL WORK TIME)

Less than 5%

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)

Routine office environment. Flexible work hours to meet customer needs. If home visitation is indicated, must travel to local communities and neighborhoods.



Core Competencies	High Performance Indicators
Customer Focus	Able to build strong working relationships with agency staff and matches; identify unexpressed customer needs and potential solutions to meet those needs; independently anticipate and meet customer match support needs; prioritize work in alignment with the needs of the match; use match knowledge and feedback to improve the effectiveness of own support results.
Problem Solving & Analysis	Able to gather appropriate data and diagnose the cause of a problem before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.
Flexibility & Achieving Change	Able to positively deal with changes that affect job requirements or work assignments; adapt to shifting priorities in response to the needs of matches; quickly recognize situations/conditions where change is needed; remain calm and professional in emotionally charged interactions; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.
Continuous Improvement & Gets Results	Able to identify and apply "best practices" in own work; improve efficiency by planning and organizing work effectively, eliminating barriers and streamlining work processes; monitor, evaluate and track own performance; adapt work practices in order to meet goals and deadlines; persist in the face of ongoing obstacles or setbacks; accept responsibility for the quality and outcomes of own work.
Decisiveness & Judgment	Able to demonstrate sound judgment in routine, day-to-day decisions; think critically to make decisions and take action, even in non-routine situations; rapidly make reasonable assessments with limited information; consider impact of various options when making decisions; use sound judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation.
Open Communication	Able to use active and attentive listening to confirm understanding; coach others through the use of reflective questioning; personalize communication content and delivery to fit different perspectives, backgrounds or styles of audience; document information about matches clearly and concisely in order to keep records accurate and up to date.



Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.
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Equal Employment Opportunity

BBBSA provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities

The following statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBSA may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date:	Revision Date:
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date: