



Big Brothers Big Sisters
of Metropolitan Chicago

Position: Enrollment & Matching Specialist

Reports to: Manager of Community Based Customer Service & Processing

FLSA Classification: Exempt

Position Summary:

Big Brothers Big Sisters of Metropolitan Chicago (BBBSMC) helps children reach their potential through professionally supported, one-to-one relationships with caring adult volunteers. The Enrollment and Matching Specialist (EMS) reports to the Manager of Enrollment and Matching and is responsible for interviewing and assessing volunteers and children throughout Illinois' Cook, DuPage and Lake Counties and Lake County, IN. This is done in accordance with Big Brothers Big Sisters of Metropolitan Chicago standards and procedures. The EMS will work collectively with other enrollment and matching specialists to create and propose safe and appropriate one on one match relationships for the Community and Site Based Programs. The position requires frequent and regular travel throughout our service areas and evening and weekend hours in order to accommodate our clients. Reliable transportation is required.

Supervisory Responsibilities:

There are no supervisory responsibilities in this position.

Responsibilities:

1. Conduct enrollment interviews for all volunteers interested in the community or site based program.
2. Conduct home assessments for interviewed community based volunteers.
3. Conduct enrollment interviews, home/neighborhood safety assessments and present child safety information for all children/families interested in the community based program.
4. Conduct Site Based interviews in office or offsite (typically at volunteer's work place).
5. Prepare written assessments and recommendations within 7 business days post-interview based on enrollment interviews of volunteers and children/families. All match recommendations and/or approvals are based on the professional judgement of the EMS.

6. Provide weekly schedules, progress updates and reports to Management of Enrollment and CSP
7. Create safe and appropriate match relationships based on current pool of volunteers and children.
8. Contact both the volunteer and parent/child of the potential community based match to gauge appropriateness and potential success.
9. Using professional judgement, provide notes, impressions and recommendations as needed from the introduction meeting to the Community Based Match Support Specialist that will assist them in supporting the new match.
10. Monitor progress towards and meet goals established for Enrollment and Matching.
11. Collaborate with all program and PQA staff to ensure a seamless transition for volunteers and children/families from inquiry to matching.
12. Conduct community based volunteer and child reassessments (re-interview as needed) and updates as needed.
13. Maintain accurate files and documentation on all volunteers and children/families (hard copy and AIM).
14. Update appropriate tracking system (google doc) with progress updates and reports
15. Other duties as assigned by Supervisor.

Skills and Qualifications:

- A belief in the Mission and Vision of BBBS.
- Bachelor's degree in social services, psychology or related field required.
- At least 2 years of professional experience in case management, social service or related field
- Bilingual (English/Spanish) Preferred (written and spoken proficiency)
- Interviewing, assessment and/or case management experience preferred.
- Assessment and relational development experience with child and adult populations.
- Understanding of child development and family dynamics.
- Experience working with diverse populations.
- Excellent oral and written communication skills.
- Superior organizational and time management skills.
- Experience working in the field in at risk communities.
- Strong preference for an individual that is familiar with the Chicagoland area.
- Strong customer service skills.
- Ability to work independently and as part of a team.
- Strong computer skills; intermediate working knowledge of MS Office software.
- Must have reliable transportation and be familiar and comfortable with travel throughout the Chicagoland area.
- Must be able to work 3-4 evenings a week and at least 1 Saturday and/or Sunday a month.

Work Environment:

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

[BBBS Career Page](#)

Big Brothers Big Sisters of Metropolitan Chicago
Attn: Human Resources
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