



Big Brothers Big Sisters
of Metropolitan Chicago

Position: Manager of Community Based Match Support

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Reporting Relationship: Director, Community Based Programs

FLSA Classification: Exempt

Position Summary:

The Manager of Community Based Match Support is responsible for the onboarding, supervision and oversight of Match Support Specialist staff to ensure quality and consistency of programming. Through supervision and consultation, this position is also responsible for providing quality 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 parents and volunteers. The successful incumbent will produce positive outcomes in the following areas:

- Safety & Quality of matches
- Match closure rate
- Average match length
- Outcomes Focused Program
- Customer satisfaction

Supervisor Responsibilities:

This position is responsible for supervising six Match Support Specialists.

Responsibilities:

Manage and Implement the Match Support process:

- Work closely with the Director Community Based to ensure open communication, compliance with directives, and alignment with agency vision and mission throughout department.
- Assist in the recruitment, supervision and development of direct reports to meet the duties and responsibilities of MSS.
- Directly onboard, train and supervise Match Support Specialists.

- Provide regular consultation, feedback and supervision for all direct subordinates.
- Assist staff in assessing matches and providing strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
- Work closely with all internal and external partners, including the Customer Service and Processing and Program Quality Assurance teams to ensure that volunteers and children from closed matches are effectively re-engaged.
- Assist in grant management and reporting in order to support a variety of programs.
- Manages the material, delivery, and execution of New Mentor Training per policies, standards, and grant requirements.
- Manages the acceptance and distribution of all match opportunities and events offer from external partners.
- Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Attend other agency activities to ensure positive growth in match relationships as assigned by the Director of Community Based.
- Establish, monitor and assist team in meeting goals for match length, quality, compliance and customer satisfaction.
- Share with Development and Marketing department's staff potential partnership relationships as discovered through volunteers and parent/guardian's employers and/or affiliations.
- Participate in professional development training as assigned by direct supervisor
- Other duties as assigned

Qualifications:

- A belief in the Mission and Vision of BBBS
- Bachelor's degree in social services, human services or related field required
- Prior Match Support experience preferred
- Prior case management experience preferred
- Solid understanding about and willingness to perform as a Mandated Reporter
- Assessment and relational development experience with child and adult populations
- Understanding of child development and family dynamics.
- Experience working in diverse populations is preferred
- Excellent oral and written communication skills
- Ability to work both in team and independently exercising good judgment, make sound decisions & problem solve
- Ability to work with confidential information required
- Must be an integral person with strong interpersonal skills
- A strong commitment to quality and results

- Strong computer skills - Proficiency in Microsoft Office: Word, Outlook, Excel and internet based applications
- Ability to collect meaningful data and draw solid conclusions
- Must have reliable transportation and be willing to travel as necessitated by job responsibilities
- Must be able to work evenings and weekends as required to fulfill job responsibilities

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.

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

[BBBS Career Page](#)

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Big Brothers Big Sisters of Metropolitan Chicago

Attn: Human Resources

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Chicago, IL 60661

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