



Position: Enrollment and Matching Specialist (Part-time)
This is a seasonal position from February - June

Reporting Relationship: Manager, Community Based Customer Service & Processing

FLSA Classification: Non-Exempt

ABOUT BBBSMC:

Big Brothers Big Sisters of Metro Chicago (BBBSMC) is a mission driven organization that provides high quality 1:1 mentoring services to 1,900 of Metro Chicago's most at-risk children across four counties: Cook, DuPage and Lake Counties in Illinois and Indiana. We make meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles") between the ages of 7 and 14 and our programs are proven to keep kids in school, out of trouble and on the path to post-graduate success. As a non-profit organization, private contributions from corporate partners, foundations and individuals provide 90% of the revenue upon which BBBSMC builds programming. Learn more at www.BBBSCHGO.org.

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 part-time seasonal Enrollment and Matching Specialist (EMS) reports to the Manager, Community Based Customer Service & Processing and is responsible for interviewing and assessing children throughout Illinois' Cook, DuPage and Lake Counties and Lake County, IN. The part-time seasonal EMS may occasionally interview volunteers as well. This is done in accordance with Big Brothers Big Sisters of Metropolitan Chicago standards and procedures. The part-time seasonal 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 Based Program. **The position requires frequent and regular travel throughout our service areas and interviews will be conducted in the evenings and on the weekends in order to accommodate our clients. Reliable transportation is required.**

Supervisory Responsibilities:

There are no supervisory responsibilities in this position.

Responsibilities:

1. Conduct child/family enrollment interviews, home/neighborhood safety assessments and present child safety information for all children/families interested in the community based program.

2. Prepare written assessments and recommendations based on enrollment interviews of children/families. All match recommendations and/or approvals are based on the professional judgement of the EMS.
3. Create safe and appropriate match relationships based on current pool of volunteers and children.
4. Contact both the volunteer and parent/child of the potential community based match to gauge appropriateness and potential success.
5. Using professional judgement, provide notes, impressions and recommendations as needed from the interview to the Community Based Match Support Specialist that will assist them in supporting the new match.
6. Occasionally conduct interviews and complete assessments for volunteers.
7. Conduct community based reassessments/re-interview as needed for children and potentially volunteers as needed.
8. Maintain accurate files and documentation children/families and volunteers.
9. Update appropriate tracking system (google doc) with progress updates and reports

Skills and Qualifications:

- 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 evenings and weekends to conduct interviews.

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:

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[BBBS Career Page](#)

Big Brothers Big Sisters of Metropolitan Chicago
Attn: Human Resources
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