



**Position:** Family Engagement Specialist

**Reporting Relationship:** Manager of Match Support

**FLSA Classification:** Exempt

## **ABOUT BBBSMC:**

Big Brothers Big Sisters of Metro Chicago (BBBSMC) is a mission-driven organization that provides strong and enduring, professionally supported 1:1 mentoring services to over 2,100 children across four counties: Cook, DuPage and Lake Counties in Illinois and Indiana. We make and support meaningful, monitored matches between adult volunteers (“Bigs”) and children (“Littles”) between the ages of 7 and 19. 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 93% of the revenue upon which BBBSMC builds programming. Learn more at [www.BBBSCHGO.org](http://www.BBBSCHGO.org)

## **Position Summary:**

The Family Engagement Specialist is responsible for planning and facilitating efforts that engage families in the BBBSMC program, distribute event tickets to matches, complete administrative work related to grant compliance, and interview, assess, and match children in the CB one-to-one mentoring program. This position requires approximately 30% travel throughout the service area in order to interview families as determined by caseload and position responsibilities below.

## **Supervisory Responsibilities:**

This position has no supervisory responsibilities.

## **Responsibilities:**

1. Plan and facilitate efforts to engage families.
2. Engage parents/guardians and families to attend any parental engagement sessions offered by the agency
3. Work with families to offer wraparound service referrals.
4. Develop activity ideas and ways to engage families on the waitlist for a mentor.
5. Coordinate ticket distribution for matches.
6. Maintain and create quality resources for matches including activity calendar, activity of the month, and mentor resource website.
7. Assist Match Support Team in designating referrals for families and ensuring referral information is accurate, helpful and updated.

8. Assist in developing match programming (i.e., Book Club and experiences provided by Bigs).
9. Complete Match Support clerical tasks (collecting/submitting surveys, receiving DCFS, DL/CI, roommate background checks, and grant compliance).
10. Conduct child and family enrollment interviews, home/neighborhood safety assessments and present child safety information.
11. Prepare written assessments and recommendations post-interview based on enrollment interviews of children/families.
12. Other duties as assigned.

### **Skills and Qualifications:**

- A belief in the Mission and Vision of BBBS
- Bachelor's degree in social services, human services or related field required.
- Prior case management experience preferred.
- 1-2 years of child development experience and/or experience working with children in a social services environment is required.
- 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.
- Bilingual (English/Spanish) a plus
- 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 and internet based applications
- Must have reliable transportation and be willing to travel as necessitated by job responsibilities.
- Must be able to work at least 2-3 evenings per week and some 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](#)

Big Brothers Big Sisters of Metropolitan Chicago  
Attn: Human Resources  
560 W. Lake St., 5th Floor  
Chicago, IL 60661

**BBBS is an Equal Employment Opportunity Employer.**