



Position: Quality Assurance Specialist (**Part-time 20 hrs per week**)

Reporting Relationship: Quality Assurance Manager

FLSA Classification: Non-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

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 Quality Assurance Specialist works with all staff to continuously improve the length, strength and quality of mentoring services and ensure that safety systems and QA processes are fully functional.

Supervisory Responsibilities:

There are no supervisory responsibilities in this position.

Responsibilities:

1. Contribute to auditing at minimum 5% of all program enrollment and match support documentation monthly in order to assess compliance against BBBUSA standards, the employee's understanding of indicators of a healthy match and to allow for documentation enhancement through feedback and coaching.
2. Contribute to auditing of a percentage of closures to assess reasons for closure in order to continue to improve the quality and length of matches and engagement of bigs, littles and their families.
3. Conduct one-to-one in-person coaching sessions with staff whose files have been audited in order to allow for professional growth and development in their role.
4. Work with Quality Assurance Manager to deliver consistent feedback to staff and discuss any areas of needed support or guidance to front line staff based on audit trends.
5. Report any safety concerns uncovered through the audits immediately to agency leadership, and as required to child safety agencies.
6. Report monthly to program department management on audits, scores, findings and coaching provided to staff.

7. Serve as an advocate to help improve protection for Littles, their families and Bigs.
8. Stay in the know about Best Practices in the area of child safety, BBBSA program standards and audit requirements.
9. Other duties as assigned.

Skills and Qualifications:

- A belief in the Mission and Vision of BBBS
- Bachelor's degree in social work, psychology, education or social services administration required plus relevant experience
- 1-2 years' experience and documented success in the area of social services program management
- 1-2 years' child development experience preferred
- Knowledge of and/or exposure to youth and adult development
- Excellent teamwork and leadership skills
- High level of efficiency and organization, ability to handle multiple tasks
- Understanding of other races, cultures, values and belief systems
- Excellent oral, written and interpersonal communications skills including honed reflective listening ability
- Strong data analysis and report writing
- Ability to develop, manage and analyze MF and management reporting tools
- Intermediate or higher knowledge of computer software (MS Word, Excel, PP, Access and other database systems)
- Integrity
- One to two days working in office required
- A sense of humor

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.