

**Position:** Bilingual Enrollment and Match Support Specialist – Lake County  
(This position is temporarily remote)



**FLSA Classification:** Exempt

**Reporting Relationship:** Manager of Community Based Customer Service & Processing

**ABOUT BIG BROTHERS BIG SISTERS OF METRO CHICAGO (BBBSMC):**

**BBBSMC'S Mission** is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

**BBBSMC'S Vision** is that all youth achieve their full potential.

BBBSMC is an affiliate of the oldest, most respected mentoring organization in the US. BBBSMC is a professionally managed, mission driven, performance based organization providing high quality, safe and impactful 1:1 mentoring services to over 2,200 children/families across four counties in Metro Chicago: Cook, DuPage and Lake Counties in Illinois and NW Indiana.

As Metro Chicago and Northwest Indiana's largest donor and volunteer supported mentoring network, BBBSMC makes meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles") from age seven through high school graduation. Private corporate, foundation and individual contributions provide 94% of BBBSMC'S revenue base upon which we build programming that meets the needs of each child individually. Our programs are proven to keep kids in school, build positive behaviors and on the path to post-graduate success. Learn more at [www.BBBSCHGO.org](http://www.BBBSCHGO.org).

**Bilingual EM/MSS – Position Summary:**

The Bilingual Enrollment and Match Support Specialist is responsible for interviewing, assessing, matching and providing case management services to volunteers and children that are matched in the CB one-to-one mentoring program. The EMSS will ensure child safety, promote positive impacts for youth, and foster a constructive and satisfying relationship between children and volunteers, in addition to a strong sense of affiliation with Big Brothers Big Sisters of Metropolitan Chicago on part of the volunteers. This position will produce positive outcomes in the following areas: match closure rate, average match length, volunteer/child rematch rate and customer satisfaction as well as propose safe and appropriate one on one match relationships for the Community Based Program. This position requires approximately 35% travel throughout Lake County, IL in order to meet with matches as determined by caseload and position responsibilities below.

### **Supervisory Responsibilities:**

This position has no supervisory responsibilities.

### **Responsibilities:**

1. Conduct volunteer enrollment interviews and home/neighborhood safety assessments.
2. Conduct child and family enrollment interviews, home/neighborhood safety assessments and present child safety information.
3. Prepare written assessments and recommendations 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 Enrollment and Match Support Specialist.
4. Create safe and appropriate match relationships based on current pool of volunteers and children.
5. Conduct Match Introduction Meetings for all new matches, Match Intervention Meetings, and other meetings as needed with match parties.
6. Conduct Match Support contacts with volunteer, children, parents/guardians in order to ascertain that the elements of child safety, match relationship development, positive youth development and volunteer satisfaction are fulfilled and that potential problems and barriers are identified and addressed as early as possible.
7. Document comprehensive written summaries of all match support contacts in Match Force, real-time web based contact management software, in order to comply with BBBS standards through scheduled in-person, telephone and electronic contact with parent, child and volunteer.
8. Monitor and meet metrics for enrollment and match support goals for length and customer satisfaction.
9. Conduct exit interviews by phone with all parties at match closure. Assess reasons for match closure and re-match/re-engagement potential and conduct re-assessments accordingly.
10. Maintain accurate files and documentation on all volunteers and children/families (digital copy and Match Force).
11. Utilize the Risk and Protective Inventory (RPI) survey tool to identify risk and protective factors to enhance youth; Strength of Relationship survey (SOR) to determine strength of the match relationship; Child Outcome Surveys (COS); and Youth Outcome Surveys (YOS) to determine child's growth in the program. Additional tools may be utilized as needed.
12. Identify and promote re-engagement of volunteers as Bigs, board members, donors and in other volunteer capacities.
13. Collaborate and share information and resources with other agency staff and management.
14. 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) is required
- 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.**



