Position: Part-Time Match Support Specialist – (20 hrs./week)

FLSA Classification: Non-Exempt

Reporting Relationship: Project Manager

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.

Match Support Specialist – Position Summary:
The Match Support Specialist is responsible for providing case management services to the volunteers and children matched in one-to-one mentoring relationships. The purpose of match support is to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with Big Brothers Big Sisters of Metropolitan Chicago on part of the volunteers. This position will provide support for 75 quarterly matches and will produce positive outcomes in the following areas: match closure rate, average match length, volunteer/child rematch rate and customer satisfaction. In addition, this position will occasionally conduct Match Introduction Meetings. This position requires limited travel throughout East Garfield Park, West Garfield Park, North Lawndale, South Lawndale, Austin, and Englewood.

Supervisory Responsibilities:
This position has no supervision responsibility.

Responsibilities:

The Match Support Specialist is responsible for providing case management services to the volunteers and children matched in one-to-one mentoring relationships.

- Through scheduled in-person, telephone and electronic contact with parent, child and volunteer, 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. Promptly notify supervisor regarding concerns, which negatively impact the match.
- Provide timely and 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.
- Plan and facilitate match activities per quarter that offer volunteers and children a variety of opportunities for group interaction and agency affiliation.
- Attend other agency activities to ensure positive growth in match relationships as assigned by Supervisor.
- Establish, monitor and meet goals for match length and customer satisfaction.
- Enter and maintain database changes in addresses, phone numbers, workplaces and other volunteer/client information.
- 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; and Youth Outcome Surveys (YOS) to determine child's growth in the program. Additional tools may be utilized as needed.
- Conduct exit interviews by phone with all parties at match closure. Assess reasons for match closure and re-match/re-engagement potential.
- Identify and promote re-engagement of volunteers as Bigs, board members, donors and in other volunteer capacities.
- Share with Development and Marketing department staff potential partnership relationships as discovered through volunteers and parent/guardian's employers and/or affiliations.
- Provide support for occasional Match Introduction Meetings
- 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.