

Position: Site Based Enrollment and Matching Specialist



FLSA Classification: Exempt

Reporting Relationship: Sr. Manager, Customer Service and Processing

ABOUT BIG BROTHERS BIG SISTERS OF METRO CHICAGO (BBBSChi):

BBBSChi's Mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

BBBSChi's Vision is that all youth achieve their full potential.

BBBSChi is an affiliate of the oldest, most respected mentoring organization in the US. BBBSChi 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, BBBSChi 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.

BBBS Metro Chicago's Core Value is that we deeply believe Diversity, Equity and Inclusion is paramount and fundamental to BBBS's success. We all work to build and maintain an inclusive and equitable work environment for our staff, volunteers, and program participants. It is our belief that every staff member should embrace DEI principles in the decision making process. Therefore, we fully expect the ideal candidate will carry out their function with these core values in mind and treat everyone respectfully, fairly and equitably.

Position Summary:

The Site Based Enrollment and Matching Specialist will work closely with the Sr. Manager of Customer Service and Processing to handle all aspects of Site Based enrollment and matching to ensure that goals set for Site Based programs are met.

Supervisory Responsibilities:

There are no supervisory responsibilities in this position.

Responsibilities:

Responsibilities include enrollment of volunteers & children/families after initial inquiry through being matched. This includes scheduling and conducting interviews, writing up quality assessments and matching for a variety of mentoring programs located in Cook, DuPage and Lake Counties of Illinois & Northwest Indiana. This position requires a flexible schedule and may include working evenings and weekends.

1. Foster and maintain a professional relationship with potential volunteers and youth/families by monitoring and maintaining contact from inquiry through matching
2. Work with corporate and school partners to schedule and conduct enrollment interviews for all volunteers and children/families interested in the Site Based program.
3. Conduct Site Based interviews in office or offsite (typically at volunteer's work place or child's school)
4. Prepare written assessments and recommendations based on enrollment interviews of children/families and volunteers, respectively. All match recommendations and/or approvals are based on the professional judgement of the Site Based Enrollment and Matching Specialist.
5. Provide weekly schedules, progress updates and reports to Management of Customer Service and Processing.
6. Communicate with Manager of SB CSP bottle necks and strategize how to proceed.
7. Create safe and appropriate match relationships based on current pool of volunteers and children.
8. Present matches to all match parties by phone to gain approval and prepare match notes to hand off to Program Coordinators.
9. Monitor progress towards and meet goals established for Enrollment and Matching
10. Collaborate with all program partners to ensure a seamless transition for volunteers and children/families from inquiry to matching
11. Conduct site based volunteer reassessments and child reassessments, as needed.
12. Maintain accurate files and documentation on all volunteers and children/families.
13. Other duties as assigned.

Skills and Qualifications:

- Covid-19 vaccination required
- A belief in the Mission and Vision of BBBS.
- Bachelor's degree in social services, psychology or related field required.
- 1-2 years of child development experience
- At least 2 years of professional experience in case management, social service or related field
- Bilingual (English/Spanish) Preferred (written and spoken proficiency)
- Must understand and articulate the agency mission and describe program offerings
- Excellent oral and written communication skills including appropriate phone and email etiquette
- Strong facilitation/presentation/public speaking skills

- Must be customer focused, friendly and engaging
- Interviewing and assessment skills are a must
- High level of efficiency and organization, ability to manage time effectively and efficiently and handle multiple tasks
- Excellent attention to detail and organize work style
- Ability to work both in a team and independently with exercising good judgment, sound decision making and problem solving skills
- A strong commitment to quality and results
- Intermediate knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook)
- Experience with database software (Salesforce), preferred
- Bilingual (fluent Spanish), preferred
- Flexibility to work on evenings and weekends
- This position requires, on a regular basis, travel throughout the Metropolitan Chicago area (and some suburbs), including the following counties: Cook, DuPage, Lake County Indiana and Lake County Illinois, Applicants must have access to reliable automobile, valid driver's license and auto insurance to meet this requirement.
- LIFE EXPERIENCE: Acknowledging that many of your most character-building experiences - where resourcefulness and grace were required to persevere - do not show up neatly on a resume. Please use your cover letter to tell us why you think you would be a good fit for this job, especially noting qualifications that do not appear on your resume.

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
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BBBS is an Equal Employment Opportunity Employer.



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