

Position: Manager, Community Based Match Support



FLSA Classification: Exempt

Reporting Relationship: Director, Community Based Programs

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

Manager Community Based Match Support – Position Summary:

The Manager of Community Based Match Support is responsible for the onboarding, supervision and oversight of Match Support Specialist staff to ensure quality and consistency of programming. Through supervision and consultation, this position is also responsible for providing quality Match Support to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of parents and volunteers. The successful incumbent will produce positive outcomes in the following areas:

- Safety & Quality of matches
- Match closure rate
- Average match length
- Outcomes Focused Program
- Customer satisfaction

The purpose of match support is to 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. This position

will produce positive outcomes in the following areas: match closure rate, average match length, volunteer/child rematch rate and customer satisfaction.

Supervisory Responsibilities:

This position is responsible for supervising a team of Match Support Specialists.

Responsibilities:

Manage and Implement the Match Support process:

- Assist in the recruitment, onboarding, training, supervision and development of direct reports to meet the duties and responsibilities of Match Support Specialists.
- Assist staff in assessing matches and providing strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
- Work closely with all internal and external partners, including the Customer Service and Processing and Program Quality Assurance teams to ensure that volunteers and children from closed matches are effectively re-engaged.
- Assist in grant management and reporting in order to support a variety of programs.
- Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Establish, monitor and assist team in meeting goals for match length, quality, compliance and customer satisfaction.
- Share with Development and Marketing department's staff potential partnership relationships as discovered through volunteers and parent/guardian's employers and/or affiliations.
- Work closely with Development and Marketing staff to maintain an effective process for providing impactful match stories for media and donors
- Participate in professional development training as assigned by direct supervisor
- Other duties as assigned

Qualifications:

A belief in the Mission and Vision of BBBS

- Bachelor's degree in social services, human services or related field preferred
- 1-2 Years Supervisory Experience
- Prior Match Support and case management experience preferred
- Solid understanding about and willingness to perform as a Mandated Reporter
- 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 interpersonal, oral and written communication skills
- Ability to work both in team and independently exercising good judgment, make sound decisions & problem solve
- Ability to work with confidential information required
- A strong commitment to quality and results

- Strong computer skills - Proficiency in Microsoft Office: Word, Outlook, Excel and internet based applications
- Ability to collect meaningful data and draw solid conclusions
- Must be able to work evenings and 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 click the link, complete a profile and include your resume, cover letter and salary requirements:

[BBBS Career Page](#)

Physical Location:

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

Equal Opportunity Employer

