

**Position:** Program Support Specialist



**Reporting Relationship:** Chief Operating Officer

**FLSA Classification:** Non-Exempt

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

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

**BBBS Metro Chicago's Vision** is that all youth achieve their full potential.

BBBS is an affiliate of the oldest, most respected mentoring organization in the US. BBBS 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, BBBS 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 BBBS' 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).

**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:**

Program Support Specialist - reporting to the Chief Operating Officer the incumbent will work with Program Staff to continuously improve the length, strength and quality of mentoring services through assistance in all program function areas. The Specialist will support our staff and work on assigned programmatic projects. **(Note this is a floating position i.e., the incumbent will spend time in two program departments including Community Based and Site Based).**

**Supervisory Responsibilities:**

This position has no supervisory responsibilities.

**Responsibilities:**

- Respond to phone inquiries within 24 hours of inquiry.
- Respond to online volunteer and family inquiries received on designated days.
- Properly screen potential volunteers and families over the phone before starting to process application.
- Assure highest levels of customer service are used in volunteer and family interactions
- Complete all volunteer and family files in conjunction with BBBS procedures and in a quality, error free manner.
- Conduct enrollment interviews for volunteers and/or children interested in the community or site based program.
- Conduct enrollment interviews, home/neighborhood safety assessments and present child safety information for all children/families interested in the the agency's programs.
- Prepare written assessments and recommendations within 72 hours post-interview based on enrollment interviews of volunteers and children/families.
- Create safe and appropriate match relationships based on current pool of volunteers and children.
- Contact volunteers and parents/children of potential community or site based matches to gauge appropriateness and potential success.
- Conduct Match Introduction Meetings, as appropriate
- Provide notes, impressions and recommendations as needed from the introduction meeting to the Match Support Specialist that will assist them in supporting the new match.
- Conduct match support with matched volunteers, youth and their parents/guardians, as needed
- Collaborate with all program and PQA staff to ensure a seamless transition for volunteers and children/families from inquiry to matching.
- Conduct volunteer and child reassessments and updates as needed.
- Maintain accurate files and documentation on all volunteers and children/families
- Assist program staff in administering BBBSMC and grant surveys (SORs, YOS, POEs and Match Satisfaction)
- Provide weekly schedules, progress updates and reports to direct supervisor.
- Attend/facilitate programmatic meetings, orientations, training and/or special events as requested.
- Ensure confidentiality and safety of all records.
- Other duties as assigned:

**Skills and Qualifications: Requirements:**

- A belief in the Mission and Vision of BBBS
- Adhere to Agency beliefs, values, and standards of practice in all job-related activities.
- Bachelor's degree in education, social work or related field required, with coursework in statistics and research methodologies preferred

- Minimum 3-4 years' experience with the public school setting, program management, and program evaluation or research required.
- Demonstrated ability to perform task analysis, implement and manage new projects, process work flow and establish and manage timelines.
- Strong result orientation - Can be counted on to exceed goals successfully; very bottom-line oriented; steadfastly pushes self and others for results.
- Good computer skills with experience with Microsoft applications, internet research and database management.
- 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 AIM and management reporting tools
- Intermediate or higher knowledge of computer software (MS Word, Excel, PP, Access and other database systems)
- Integrity
- 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.

#### [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**

**EEOC Statement** – Big Brothers Big Sisters of Metropolitan Chicago provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy, gender identity and sexual orientation), national origin, age (40 or older), disability or genetic information. In addition to federal law requirements, Big Brothers Big Sisters complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.



5/16/2022