

Position: Manager, Site Based Match Support



FLSA Classification: Exempt

Reporting Relationship: Director, Site 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

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.

Manager of Site Based Match Support – Position Summary:

The Manager of Site 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 health and engagement, 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:

- Work closely with the Director of Site Based Programs to ensure open communication, compliance with directives, and alignment with agency vision and mission throughout department.
- Assist in the recruitment, supervision and development of direct reports to meet the duties and responsibilities of MSS.
- Directly onboard, train and supervise Match Support Specialists.
- Provide regular consultation, feedback and supervision for all direct subordinates.
- 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, Program Facilitation and Program Quality Assurance teams to ensure quality, successful and safe matches.
- 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.
- Attend other agency activities to ensure positive growth in match relationships as assigned by the Director of Site Based Programs.
- Establish, monitor and assist team in meeting goals for match health, engagement, length, safety, compliance and customer satisfaction through completion and documentation of match support contacts, and survey collection and analysis.
- Share with Development and Marketing department's staff potential partnership relationships as discovered through volunteers, 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 required
- 3-5 years progressively responsible experience and documented success in the area of social services, program management and customer service
- 1-2 years of staff supervision.
- Prior Match Support experience preferred
- Prior 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 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
- Must be an integral person with strong interpersonal skills
- 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 have reliable transportation and be willing to travel as necessitated by job responsibilities
- 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 forward your resume, cover letter and salary requirements to:

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Big Brothers Big Sisters of Metropolitan Chicago

Attn: Human Resources

560 W. Lake St., 5th Floor

Chicago, IL 60661

Equal Opportunity Employer