

Position: Bilingual Enrollment and Matching Specialist – Lake County



FLSA Classification: Exempt

Reporting Relationship: Manager of Community Based Customer Service & Processing

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 almost 2,000 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.

BBBSChi's Core Value is a deep belief that Justice, Equity, Diversity and Inclusion is paramount and fundamental to BBBSChi'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 JEDI 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.

Bilingual EMS – Position Summary:

The Bilingual Enrollment and Matching Specialist is responsible for interviewing, assessing, and matching volunteers and children who are matched in the CB one to one mentoring program. The position requires approximately 35% travel throughout Lake County, IL and evening and weekend hours in order to meet with matches as determined by position responsibilities below. Reliable transportation is required.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Responsibilities:

1. Conduct volunteer enrollment interviews and home/neighborhood safety assessments.
2. Conduct child and family enrollment interviews, home/neighborhood safety assessments and present child safety information.
3. Prepare written assessments and recommendations post-interview based on enrollment interviews of volunteers and children/families. All match recommendations and/or approvals are based on the professional judgement of the EMS.
4. Create safe and appropriate match relationships based on current pool of volunteers and children.
5. Monitor and meet metrics for enrollment and matching goals for length and customer satisfaction.
6. Maintain accurate files and documentation on all volunteers and children/families (digital copy and Match Force).
7. 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; Child Outcome Surveys (COS); and Youth Outcome Surveys (YOS) to determine child's growth in the program. Additional tools may be utilized as needed.
8. Collaborate and share information and resources with other agency staff and management.
9. 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.
- 1-2 years of child development experience and/or experience working with children in a social services environment.
- Interviewing, assessment and/or case management experience preferred
- Experience working with youth and/or social service organizations in Lake County
- Understanding of Lake County demographics and needs of families seeking BBBS services
- Ability to travel extensively throughout Lake County 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) is required
- 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, etc.

There is an expectation to work in office **a minimum** of two days per week.

To apply Please forward your resume, cover letter and salary requirements to:

[BBBS Careers Apply Here](#)

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