

Position: Community Based Enrollment and Matching Specialist



FLSA Classification: Exempt

Reporting Relationship: 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 almost 2,000 children/families across four counties in Metro Chicago: Cook, DuPage, Lake County, IL and Lake County, IN.

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 BBBSChi'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 (JEDI) 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.

Position Summary:

The Enrollment and Matching Specialist (EMS) will work collectively with other EMS to create and propose safe and appropriate one on one match relationships for the Community Based Program (CBP). The position interviews clients virtually and in-person which will require some travel throughout our service areas, including some evening and weekend hours in order to accommodate our clients. Reliable transportation is required. This may include public transit and rideshare. Currently, this position works in office two days and remotely three days each week. In office requirements are subject to change.

Supervisory Responsibilities:

There are no supervisory responsibilities in this position.

Responsibilities:

1. Conduct enrollment interviews for all volunteers interested in the CBP.
2. Conduct enrollment interviews, home/neighborhood safety assessments and present child safety information for all children/families interested in the CBP.
3. Prepare written assessments and recommendations within 5-7 business days post-interview, based on enrollment interviews of volunteers and children/families. All match recommendations and/or approvals are based on the professional evaluation performed by the EMS.
4. Provide weekly schedules, progress updates and reports to Management of Enrollment and Customer Service Processing (CSP).
5. Create safe and appropriate match relationships based on current pool of volunteers and children.
6. Contact both the volunteer and parent/child of the potential CB match to gauge appropriateness and potential success.
7. Using professional decision-making, provide notes, impressions and recommendations as needed, starting with the introduction meeting, to the Community Based Match Support Specialist that will assist them in supporting the new match.
8. Monitor progress towards and meet goals established for the Enrollment and Matching Team.
9. Collaborate with all program and Program Quality Assurance (PQA) staff to ensure a seamless transition for volunteers and children/families from inquiry to matching.
10. Conduct CB volunteer and child reassessments (re-interview as needed) and updates as needed.
11. Maintain accurate files and documentation on all volunteers and children/families in our Customer Relations Management system, "Matchforce".
12. Update appropriate progress tracking process (e.g. Google Sheet) as needed.
13. Other duties as assigned.

Skills and Qualifications:

- A belief in the Mission and Vision of BBBS.
- Bachelor's degree in Social Services, Psychology or related field required.
- At least 2 years of professional experience in case management, social service or related field
- Interviewing, assessment and/or case management experience preferred.
- Assessment and relational development experience with child and adult populations.
- Understanding of child development and family dynamics.
- Experience working with diverse populations.
- Excellent oral and written communication skills.

- Superior organizational and time management skills.
- Experience working in the field in diverse communities.
- Strong preference for an individual that is familiar with the Chicagoland area.
- Strong customer service skills.
- Ability to work independently and as a member of a team.
- Strong computer skills; intermediate working knowledge of MS Office software.
- Must have reliable transportation and be familiar and comfortable with travel throughout the Chicagoland area. This may include public transit and rideshare.
- Must be able to work 3 - 4 evenings a week and occasional weekend hours.

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