



Position: Enrollment and Matching Manager

FLSA Classification: Exempt

Reporting Relationship: Vice President of Programs

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 Manager (EMM) will lead a team of Enrollment & Matching Specialists (EMS) in creating safe and appropriate one-to-one match relationships for Community and Site Based Program.

Responsibilities:

1. Stay abreast of organization-wide issues and contribute to the development and achievement of the agency's long-term vision and short-term operating plans.
2. Work closely with program teams to support successful program launches and that other enrollment and matching needs are completed to allow for engagement of new matches.
3. Develop and manage all intake processes for the Enrollment & Matching Team.
4. Assist with enrollment and matching functions during high volume peaks.
5. When applicable, identify obstacles in Enrollment & Matching and create solutions and strategy to overcome these obstacles keeping in mind BBBSA standards of practice.
6. Provide weekly schedules, progress updates and reports to VP of Programs.
7. Review and update pertinent sections of the BBBS Program Manual on a regular basis.
8. Other duties as assigned.

Supervisory Responsibilities:

The EMM leads a team of 8 FTE Enrollment & Matching Specialists (EMS) and 2 PT Match Introduction Meeting Coordinator with three primary focus areas: conducting interviews, completing assessments, and creating high-quality matches between youth and volunteers. Providing regular support and guidance to the team, the EMM facilitates regular communication between team members and serves as the first point of contact to the EMS for enrollment and matching concerns.

The EMM supports the EMS team to ensure staff meet individual, team, and agency goals and monitors performance using Matchforce.

Participant Interviews:

1. In partnership with the Manager of Customer Relations, assign volunteer and youth files to EMS team members for processing, based on caseload size and capacity (30 active participant files/6-8 interviews per week).
2. Continuously monitor caseloads to ensure that interviews are scheduled in a timely manner and activities are documented.
3. In partnership with the COO, VP of Programs, and Directors of Site and Community Based Programs, work with the EMS Team to implement automated communication journeys and evaluate effectiveness and utilization.

Quality Assurance:

1. Review EMS assessments when "Ready for Review" based on enrollment interviews, references, and background checks of volunteers and children/families. Provide

feedback and coaching to the EMS team to ensure that assessments are completed within 5 business days post-interview, all requirements are met, assessments are professionally written and assess participants' eligibility, suitability, and matchability for BBBSChi programs.

2. EMM will consult with VP of Programs or Director(s) for any assessments that include special circumstances or require additional approvals.
3. Review feedback from quality assurance audits monthly to inform staff development and coaching, child safety provisions, and overall improvement.
4. Review Volunteer Voice Project feedback to evaluate enrollment & matching processes regarding data utilization, reports, trends, and/or challenges that affect the overall process.
5. Continuously monitor caseloads to ensure that assessments are completed in a timely manner and activities are documented.

Match Making

1. On a regular basis, lead matching activities for the EMS team to review wait lists, strategize potential matches, and to make matches in a timely manner.
2. Continuously monitor wait list queues for potential match opportunities and collaborate with EMS to ensure that Match Introduction Meetings are scheduled in a timely manner.
3. Collaborate with the Brand Ambassador team and participate in recruitment meetings to strategize recruitment needs and to potentially increase new matches.

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.
- 1-2 years of management/administrative experience including hiring, training, development, staff supervision and team meetings.
- Excellent oral and written communication skills.
- Superior organizational and time management skills.
- 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, Salesforce experience is a plus.
- Must have reliable transportation and be familiar and comfortable with travel throughout the Chicagoland area. This may include public transit and rideshare.
- Bilingual (Spanish) is a plus.

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

