

Position: Site Based Match Support Specialist



FLSA Classification: Exempt

Reporting Relationship: Manager, Site Based Match Support Programs

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

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 1,300 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 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'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:

The Site Based Match Support Specialist ensures child safety, promotes positive impacts for youth, and fosters 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 closure rate, average match length, volunteer/child rematch rate, and customer satisfaction.

Supervisory Responsibilities:

This position has no supervision responsibility.

Primary Responsibilities:

The Match Support Specialist is responsible for providing case management services to all match parties in one-to-one mentoring relationships.

- Conduct in-person, telephone or electronic conversations with youth, parents, and volunteers in order to assess elements of child safety, match relationship development, positive youth development, and volunteer satisfaction and respond and address potential problems or barriers as early as possible.
- Provide timely and comprehensive documentation of match support conversations in agency database system to assure accountability, effectiveness, and efficiency.
- Foster match partnership relations with parents through consistent and frequent communication.
- Engage and connect with volunteers, youth, and families to celebrate match anniversaries and milestones, and share appreciation.
- To support match enhancements and transfers between programs
- Collect data and surveys from volunteers and youth enrolled, maintaining accurate records in agency database system and files for each program participant.
- Develop a Standard Report for each program year, including development of an action plan for improving program for the following fiscal year.
- Participate in committees to update paperwork, policies, and/or procedures and contribute to team projects.
- Provide friendly, approachable customer service and represent the Agency and our mission in a professional and positive manner.
- 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.
- Prior case management experience preferred.
- 1-2 Years of child development experience and/or experience working with children in a social services environment is 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) preferred.
- 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

- **The incumbent in this position works with programs in Northwest Indiana. Must have reliable transportation and be willing to travel as necessitated by job responsibilities.**
- Must be able to work hours in the evenings and weekends to correspond with program participant schedules.

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