



Position: Program Support Specialist

Reporting Relationship: Chief Program & Operating Officer

FLSA Classification: Exempt

Salary Range: \$44K - \$47K - Commensurate with work experience, degree credential(s) and Bilingual language skillset.

Benefits: BBBS offers a competitive benefits package which includes Health and Dental coverage, Vision, Critical Illness, Accidental coverage, Voluntary and Basic Life Insurance, Short and Long-term disability, Flexible Spending Account, and a matching 401K retirement plan.

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

BBBS Metro Chicago's Mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

BBBS Metro Chicago's Vision is that all youth achieve their full potential.

BBBS is an affiliate of the oldest, most respected mentoring organization in the US. BBBS is a professionally managed, mission driven, performance-based organization providing high quality, safe and impactful 1:1 mentoring services to over 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, BBBS 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 BBBS' 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.

Position Summary:

The Program Support Specialist will report to the Chief Program & Operating Officer and collaborate closely with program staff to enhance the quality, longevity, and impact of mentoring services. This individual will support program operations by assisting in various functions across the organization. The role involves working in three key areas: **Customer Relations, Enrollment, and Match Support**. The specialist will also assist with programmatic projects as assigned, helping to ensure a seamless experience for both volunteers and families.

Note: This is a floating position, meaning the specialist will rotate between these functional areas depending on current program needs.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Responsibilities:

- **Inquiry and Application Process:** Respond to inquiries from volunteers and families within 24 to 48 hours to ensure prompt customer service and support, with the intent to inform them about program options and enroll them in the Community or Site Based programs.
- **Volunteer and Youth File Management:** Ensure accurate and thorough completion of volunteer and youth files, in accordance with BBBS procedures. This includes background checks, social media assessments, and reference checks.
- **Conduct Enrollment Interviews:** Interview volunteers and youth interested in participating in community or site-based programs. Ensure all necessary information is captured to make informed match decisions.
- **Assessments and Documentation:** Using interview notes, background checks, and clinician insights as appropriate, complete detailed written assessments or re-assessments for both volunteers and youth within 72 hours after the interview.
- **Match Relationship Creation:** Based on the current pool of volunteers and children, create safe, appropriate, and sustainable one-to-one mentoring matches.
- **Match Presentations and Introduction Meetings:** Complete match presentations for ready-to-be-matched volunteers and youth and facilitate Match Introduction Meetings.
- **Process Coordination:** Collaborate with all program staff to ensure that volunteers and families experience a seamless process from initial inquiry to match completion.
- **Match Support:** Support assigned matched volunteer and youth through live match support contact completion and accurately and timely document these in the Matchforce Salesforce system.
- **Survey Administration and Reporting:** Assist program staff in administering surveys (e.g., SORs, YOS, COS, RPIs, and Match Satisfaction) and compile reports to inform program development.
- **Data Management:** Maintain accurate records in the Matchforce Salesforce system, ensuring that all data is up to date.
- **Progress Updates:** Provide weekly schedules, progress updates, and reports to the direct supervisor.
- **Training and Event Support:** Attend and, as needed, facilitate programmatic sessions, meetings, orientations, and special events.
- **Confidentiality and Safety:** Ensure the confidentiality and safety of all program records and documentation.
- **Other Duties as Assigned**

Skills and Qualifications:

- **Commitment to Mission:** A strong belief in the mission and vision of Big Brothers Big Sisters and a demonstrated commitment to the organization's core values.
- **Professional Conduct:** Adherence to agency beliefs, values, and standards of practice in all activities related to the role.

- **Educational Requirements:** A bachelor's degree in social work, education, or a related field is required.
- **Relevant Experience:** A minimum of two years of experience in social services, human services, or a related field is preferred. Experience in mentoring programs or volunteer coordination is a plus.
- **Project Management Skills:** Strong ability to manage projects, process workflows, and create and meet timelines. Demonstrated success in task analysis and implementation.
- **Goal-Oriented:** A results-driven individual who is committed to exceeding goals and consistently meeting organizational objectives.
- **Computer Proficiency:** Proficient with Microsoft Office applications, internet research, and database management (preferably Salesforce).
- **Knowledge of Youth and Adult Development:** Understanding of child and adolescent development, as well as adult development, is highly desirable.
- **Teamwork and Leadership:** Exceptional teamwork and collaboration skills. Able to work effectively with colleagues, stakeholders, and volunteers.
- **Organizational Skills:** Highly organized with the ability to manage multiple tasks and priorities efficiently and effectively.
- **Cultural Competency:** A strong understanding of different races, cultures, values, and belief systems, with a commitment to diversity and inclusion.
- **Communication Skills:** Excellent written, verbal, and interpersonal communication skills, with a strong ability to listen reflectively and empathetically. **Bilingual (Spanish and English) preferred.**
- **Data Analysis and Reporting:** Strong skills in data analysis and report writing, with the ability to draw insights from data to improve program effectiveness.

Work Environment:

This position operates in a professional office environment.

This role routinely uses standard office equipment i.e., 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

130 S. Jefferson St., Suite 200

Chicago, IL 60661

BBBS is an Equal Employment Opportunity Employer

