

MATCH SUPPORT SPECIALIST – COMMUNITY BASED JOB DESCRIPTION

JOB TITLE: Community-Based Match Support Specialist

REPORTS TO: ~~REPORTS TO:~~ Vice President of Programs

FLSA STATUS: non-exempt

LAST REVISED: 2021

JOB SUMMARY

This position is responsible for providing match support to ensure child safety, positive impacts for youth, constructive and satisfying relationships between parent/guardian, children and volunteers and a strong sense of affiliation with Big Brothers Big Sisters of Northeast Florida on the part of volunteers. Maintaining contact with matched pairs to ensure a successful and viable relationship.

The successful incumbent will produce positive outcomes in the following areas: match closure rate, low frequency of match closures, elongated average match length, high contact support done and done on time rates, high survey on time completion rates, and customer satisfaction, as well as timely and accurate reporting.

This role supports our organizational goal of helping all youth reach their potential. Evening hours are required with some weekend hours required for events and activities.

GENERAL JOB

- This position is responsible for the supervision of match relationships in compliance with national standards and Big Brothers Big Sisters of Northeast Florida agency guidelines.
- Responsibilities include Youth Outcome Development Plan (YODP) creation, supporting, counseling, and coordinating volunteers in all match activities. The Match Support Specialist will also take a role in developing relationships with business and community organizations, to assist in the development and offering of routine match activities.
- Through scheduled in-person, telephone and electronic contact, ascertain that the elements of child safety, match relationship development, positive youth development, and volunteer satisfaction are fulfilled and that potential problems and barriers are identified and addressed as early as possible. Promptly notify supervisor regarding concerns, which may negatively impact the match.
- Document and monitor all elements of match support and supervision.
- Assess individual training needs, information and support needs for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

- Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
- Provide on-going support to matches including but not limited to:
 - crisis intervention and referrals for counseling
 - referrals to access resources and problem resolution
 - advocacy, and information
- Develop, market, and present match activities that offer volunteers and children a variety of opportunities for group interaction and agency affiliation. Match activities should have a rotating focus on offering exposure to culture and the arts, educational and informative experiences, recreational activities, and community service opportunities.
- Implement, promote, and attend match activities to support ongoing volunteer involvement through individualized recognition, annual events, and reengagement strategies.
- Establish, monitor, and meet goals for match length, match support completion and compliance, and survey compliance.
- Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly refer to supervisor for completion.
- Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
- Identify and promote re-engagement of volunteers as Bigs, Board Members, donors, and in other volunteer capacities.
- Provide timely and comprehensive written summaries of all contacts.
- Maintain accurate and complete client files both within the Match Force database and in hard file format.
- Evening hours are required with some weekend hours required for events and activities.
- Provide on-going support to matches including but not limited to:
 - crisis intervention and referrals for counseling
 - referrals to access resources and problem resolution.
 - advocacy, and information

TYPICAL DUTIES

- Maintain a positive, friendly, and professional demeanor toward co-workers, volunteers, partners, parent/guardians, and children.
- Manages and supports caseload
- Maintains documentation to assure accountability, effectiveness, and efficiency.
- Available on evenings and weekends to support program activities and events, as well as to best reach clients.

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

- Conduct in-person match meetings.
- Collaborate with volunteers, parent, and children to establish annual youth outcome development plans based upon building developmental assets in the child's life for outcome evaluations.
- Provide ongoing support for the assigned matches in creative ways to achieve length of match, closure and outcome evaluation goals.
- Match support contacts may be accomplished through a combination of telephone, text, email and/or in-person communication.
- Schedule formal annual match meetings to complete surveys and update match goals and youth development outcomes plan.
- Complete updated and accurate documentation and paperwork for each match according to National and Big Brothers Big Sisters of Northeast Florida standards.
- Provide routine and occasional reports to funders and community partners, as requested and required.
- Complete and maintain Program Staff Certification through Big Brothers Big Sisters of America.
- Complete and submit monthly accurate timely program data.
- Attend agency and program staff meetings.
- Share with fund development and/or marketing staff stories/match spotlight write-up as discovered through match contacts with Big, Little and Parent/Guardian quarterly.
- Work effectively, collaborate with other staff members, programs, and grant partners.
- Maintain flexibility within a dynamic work environment.
- Other duties as assigned.

COMPETENCIES

- **Customer/Client Focus**—Is dedicated to meeting the expectations and requirements of fellow staff, volunteers, children, parents and agency partners; talks and acts with them in mind; establishes and maintains effective relationship with customers/clients and gains their trust and respect; views her/his role as adding value to the experience of volunteers and children in their match relationship; builds parental support for the match; effectively accommodates diversity; demonstrates high degree of flexibility and adaptability.
- **Sales/Marketing**- Ensure customers (youth, parents/guardians, volunteers, and partners) feel they have been listened to; establish credibility quickly; create and seize opportunities to match customer interest with program options; display enthusiasm and commitment; maintain a positive "can-do attitude"; answer detailed questions about program options; position each inquiry for program involvement.

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

- **Priority Setting**—Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- **Listening**—Practices attentive and active listening; has the patience to hear people out, can accurately restate the opinions of others even when he/she disagrees; understands child safety issues and is vigilant in recognizing signs of problems.
- **Approachability**—Is easy to approach and talk to; spends the extra efforts to put others at ease; can be warm, pleasant and gracious; is sensitive to and patient with the needs and interests of others; builds rapport well; is a good listener.
- **Interpersonal Savvy**—Relates well to all kinds of people; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; capable of diffusing difficult situations comfortably; does not show frustration.
- **Organizing**— Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently, identifies informal and incomplete information in time to do something about it.
- **Inclusive Understanding of Others**— Listens carefully to various points of view, whether or not he/she agrees; suspends judgment until others have had their say; acknowledges, celebrates, and accepts diversity in others. Ability to mediate and create middle ground understanding.

POSITION REQUIREMENTS

- Must possess a minimum of a Bachelor's Degree, preferable in the social sciences or social welfare disciplines (sociology, psychology, child development or education) from an accredited University.
- Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics.
- Proficiency in Microsoft Office; including Word, Outlook, and Excel.
- Must have car, valid driver's license, and meet state required automobile insurance minimums.
- Must work well in team concept.
- Must demonstrate initiative: a strong desire to take full responsibility for the success of his/her area by proactively solving problems, working diligently and making decisions without direct supervision.
- Ability to serve, collaborate, and negotiate with a diverse group of people: children, teenagers, parent/guardians, colleagues and business professionals.
- Ability and desire to provide excellent customer service in all relationships.
- Ability to counsel parent/guardians, volunteers and children to guide them toward achieving the desired goals for each match as outlined in the YODP.
- Strong organizational skills including record keeping and time management.

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

- Good analytical and reasoning skills.
- General report writing skills.
- Ability to think and act quickly and multi-task effectively.
- Must possess strong communication skills and be willing to effectively communicate with staff, board members, and community members.

Excellent oral and written communication skills reflecting solid customer service both in-person and via telephone; ability to: form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction; effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating; relate well in multicultural environments; effectively collaborate with other volunteer match staff; use time effectively; and focus on details; collect meaningful data and draw solid conclusions.

- Must be able to regularly work 37.5 hrs. per work week
- Must be willing to work some weekends and evenings as required.

POSITION PERFORMANCE MEASURE

- 97% - match support completion
- 95% - match support completion – done on time
- 100% - file maintenance compliance
- 95% - timely and accurate reporting
- 75% - survey compliance

WORKING CONDITIONS/ PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities/differing abilities to perform the essential functions.

If you are interested in applying or would like to receive the full description of this position, please contact Beverly Filer, Vice President of Programs, at bfiler@bbbsnefl.org.