

Match Support Specialist – Community Based Job Description

JOB TITLE: Community Based Match Support Specialist

REPORTS TO: VP of Programs, Chief Executive Officer

FLSA STATUS: non-exempt

LAST REVISED: 2024

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.

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 guideline.
- 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.
- 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.

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

- 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 a 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.

TYPICAL DUTIES

- 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.
- Conduct in-person match meetings.
- Collaborate with volunteers, parents, 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.
- Complete and submit monthly accurate timely program data.
- Attend agency and program staff meetings.
- Share with fund development and/or marketing staff stories 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; deals effectively with diversity; demonstrates high degree of flexibility and adaptability.
- **Sales/Marketing**- Ensure customers 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.
- **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.
- **Understanding Others**—Listens carefully to various points of view, whether he/she agrees; suspends judgment until others have had their say; accepts diversity in others. Ability to mediate and create middle ground understanding.

POSITION REQUIREMENTS

- Must possess a minimum of a bachelor's degree 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 a car, valid driver's license, and meet state required automobile insurance minimums.
- Must work well in team concept.
- Must possess strong communication skills and be willing to effectively communicate with staff, board members, and community members.
- Must be willing to work some weekends and evenings as required.
- Must be willing and able to work with diverse populations.

TOGETHER, WE ARE DEFENDERS OF POTENTIAL

- Must have a car, valid driver's license, and car insurance.
- 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./week.

POSITION PERFORMANCE MEASURE

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

WORKING CONDITIONS/ PHYSICAL DEMANDS

Partial routine office environment: working off-site and after traditional working hours from the employees' home office is routine. Flexible work hours to meet customer needs are employed. Routine match activities and agency-sponsored events will require travel within the local community.

Incumbents must be willing to sit or stand for prolonged periods. Lifting (20-30lbs) and carrying objects for a short distance.

I have read, understand, and declare that I have the skills and abilities to successfully perform the functions listed in this Job Description.

Employee Signature: _____ Date: _____

Signature indicates that document was reviewed with the employee.

Supervisor Signature: _____ Date: _____

CC: Employee personnel file