

## MATCH SUPPORT SPECIALIST – SITE BASED JOB DESCRIPTION

**JOB TITLE:** Match Support Specialist – Site Based

**REPORTS TO:** VP of Programs, Chief Executive Officer

**FLSA STATUS:** non-exempt

**LAST REVISED:** 2023

### JOB SUMMARY

The Match Support Specialist is primarily responsible for developing, implementing, and monitoring a caseload with a specific number of served matches by the end of each school year (served number outlined annually based on funding levels and sources) in each of the various site-based models including, Traditional School Based, Beyond School Walls (BSW), High School Mentoring, PAL- Jacksonville Police League (PAL), Boys and Girls Club, Sanctuary on 8<sup>TH</sup> Street, and the Achievers for Life Mentoring Model. In addition, this position is responsible for providing match support to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children, parent/guardian, and volunteers, a strong sense of affiliation with Big Brothers Big Sisters of Northeast Florida (BBBSNEFL) on the part of volunteers and partnering entities.

The successful incumbent will produce positive outcomes in the following areas: match closure rate, average match length, volunteer rematch rate, customer satisfaction, match support done and done on time, survey compliance, 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. The Site-based program requires the Match Support Specialist to visit numerous schools and after-school programs in addition to company partnership sites for BSW programs.
- Responsibilities include Youth Outcome Development Plan (YODP) creation, matching, supporting, counseling, and coordinating volunteers in all match activities, as well as youth recruitment and enrollment. The Match Support Specialist will also take the lead role in developing relationships with school administrators, teachers, business, and community organizations, which may include United Way Full-Service School Sites and BSW partners.
- 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 or youth development.
- Document and monitor all elements of match support, supervision, and contacts.
- Maintaining monthly contact rotating between C/V & P quarterly.
- Assess individual training needs, information, and support needs for each match participant to assure a positive youth development experience for the child and a 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.

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- 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
- 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.

## TYPICAL DUTIES

- Maintain a positive, friendly, and professional demeanor toward co-workers, volunteers, business partners, school staff, parent/guardians, and children.
- Coordinate all match activities at all schools and company partner (BSW).
- Develop a YODP for each child in coordination with the volunteer, teacher, and school/report card. YODP should be updated at least once annually and may be updated more frequently as appropriate.
- Maintain detailed case notes (in the Match Force database or any other database required by funders) for each match including: a log of all contacts with volunteer and child, parent/guardian including special events matches attend and significant concerns related to the match.
- The Match Support Specialist will be responsible for updating the records for each match (ex. make sure address, phone numbers and e-mail are correct).
- Attend Full-Service meetings as assigned, BBBSNEFL related functions and events which will occasionally take place outside normal business hours.
- Complete and maintain Program Staff Certification through Big Brothers Big Sisters of America.
- 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, e-mail, video call and/or in-person communication.
- Maintaining monthly contact rotating between C/V & P quarterly.
- 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.
- Maintain flexible hours to include some evenings and weekends, and to be available for matches to contact directly.
- Attend agency and program staff meetings.
- Facilitate and plan BSW sessions.
- Share with fund development and/or marketing staff match spotlights 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

1. **Customer/Client Focus**—Is dedicated to meeting the expectations and requirements of fellow staff, volunteers, children, parent/guardians 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.

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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 client 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 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, preferably 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 building and expanding the program, solving problems, working diligently and making decisions without direct supervision.
- Ability to serve, collaborate, and negotiate with a diverse group of people: children, teenagers, teachers, 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.
- Good analytical and reasoning skills.
- General report writing skills.
- Ability to think and act quickly and multi-task effectively.
- Must be able to regularly work 37.5 hrs. per work week.

## POSITION PERFORMANCE MEASURES

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

## WORKING CONDITIONS/ PHYSICAL DEMANDS

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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.

Occasionally, this position requires lifting heavy objects up to 20 pounds. The position may require long periods of standing while assisting in overseeing or setting up agency events, programs, etc.

Work is generally performed in an office-like setting predominantly via phone and computer-based communications. Meetings with parent/guardians, volunteers, and children may take place at a parent/guardian's home, BBBSNEFL, office, school, corporate partner locations, or other public sites.

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