



Big Brothers Big Sisters of Metro Milwaukee, Inc.
Position Description

Position Title:	Match Support Specialist
Reports To:	Director of Match Support and Youth Outcomes
Department:	Program
FLSA Category:	Exempt
Date Approved:	July 2019

Position Summary

The Match Support Specialist (MSS) is responsible for achieving Big Brothers Big Sisters' outcomes by providing high quality support to volunteer mentor/child matches. The MSS ensures child safety, positive outcomes for youth, strong and long-lasting relationships between children and volunteers, and a strong sense of agency affiliation on the part of match participants. The MSS drives successful outcomes through superior support contact compliance, accurate and thorough documentation, timely survey completion and data collection, quality facilitation of REACH match activities and excellence in customer service.

Qualifications

Education

- Minimum Bachelor's degree from an accredited college or university in human services, education, social work or related field. Other degrees considered dependent on experience.

Experience

- Experience working with child and family populations in a social service setting preferred.
- Knowledge of, and experience with, issues of child safety and ongoing assessment.
- Experience communicating face-to-face with clients, both individually and in group settings.
- In person and/or telephone interview and assessment experience preferred.

Competencies and Skills

- Self-motivated, energetic, and results-driven.
- Creative and innovative.
- Excellent oral and written communication skills reflecting solid customer service.
- High-level interviewing skills and strong interpersonal skills, including the ability to form appropriate assessment-based relationships and relate well in multicultural environments.
- Ability to maintain confidentiality throughout daily operations and communications.
- Flexibility in working in team and individual environments, including the ability to effectively collaborate with other program staff, use time effectively, and focus on details.
- Ability to collect meaningful data and draw solid conclusions.
- Organized, with the ability to work in a fast paced and sometimes changing environment.
- Proficiency in Microsoft Office including Word, Outlook, and Excel.
- Bilingual Spanish is desirable.

Match Support Responsibilities

- Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Maintain a vigorous contact schedule that includes in-person, telephone, and electronic contact with the volunteer, child, and parent/guardian. Ascertain that the elements of child safety, match relationship development, positive youth development, and volunteer satisfaction are fulfilled. Proactively identify, address and resolve potential problems that impede healthy match relationship development.
- Communicate effectively with supervisors, including prompt notification and consultation regarding concerns which may negatively impact the match.



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- Achieve monthly and annual performance goals, including: match contact compliance, documentation quality, survey completion, match retention rate, frequency of match closures, average match length, and customer satisfaction.
- Document and monitor all elements of match support in a timely fashion, meeting BBBSA and agency standards.
- Using evaluation surveys, assess relationship strength and match impact on youth development.
- Assess individual training, information, and support needs for each match participant to assure a positive youth development experience for the child and a satisfying experience for the volunteer.
- Develop strategic interventions to strengthen match relationships.
- Provide matches with affordable and age appropriate activity ideas and encourage involvement in agency organized events.
- Celebrate match achievements and recognize volunteer accomplishments through individualized recognition and group events.
- At match closure, discuss and assess reasons for closure and re-match potential. Participate in regular evaluation of matches that end prematurely or unexpectedly, in order to reduce likelihood of future premature match closures and increase program quality.
- Assist with the identification and preparation of matches for public speaking engagements. Develop match success stories for agency use in fundraising and program promotion.
- Facilitate group activities for matches that appeal to matches and target child outcomes including REACH.
- Conduct volunteer trainings to orient and educate new program volunteers on program guidelines.
- Assist with other program activities as needed.
- This position requires a flexible work schedule and the ability to work some weeknight evenings and weekends.
- Estimated salary range for this position is \$30,000 to \$33,000 per year depending on experience.

Other tasks may be assigned, based on business needs and the department supervisor's request or the CEO.

Agency Requirements

[See Agency Requirements Addendum](#)