



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

Position Title:	School-based Match Support Specialist
Reports To:	Director of Education/School-based Coordinator
Department:	Program
FLSA Category:	Non-Exempt, Temporary part-time
Approved:	July 2022

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 in the School-based program at Milwaukee and/or Waukesha schools. The MSS drives successful outcomes through regular conversations with the match participants, accurate and thorough documentation within the agency's case management system, timely survey completion and data collection, and excellence in customer service. The MSS professionally represents the agency at assigned schools, maintaining positive dialog with school personnel. This position assists with the enrollment process for program participants, including processing applications, conducting interviews and entering data.

Qualifications

Education

- Bachelor's degree required; focus in social work, human services or education preferred.

Experience

- Experience working with child and family populations in a social service setting preferred.
- Experience communicating face-to-face with clients, both individually and in group settings.

Competencies and Skills

- Interest and ease working with elementary to middle school aged youth.
- Ability to work with diverse populations.
- Familiarity with the school setting and a comfort level interacting with school personnel.
- Ability to engage youth and adults in discussion about expectations, interactions, needs and feedback.
- Excellent oral and written communication skills, resulting in solid customer service.
- Strong interpersonal and relationship-building skills with proven ability to work with diverse populations.
- Ability to maintain confidentiality throughout daily operations and communications.
- Ability to collect meaningful data and draw solid conclusions.
- Ability to be flexible and work in a fast paced and sometimes changing environment.
- Proficiency in Microsoft Office including Word, Outlook and Excel.
- Must have access to offsite Internet and use of a phone.
- Ability to speak Spanish is desirable.

Responsibilities

- Ensure youth safety, academic achievement and a rewarding experience for mentoring relationships at assigned sites.
- Conduct and document quality and on time match support contacts primarily through in-person youth and volunteer contacts.
- Provide accurate, thorough and timely documentation to track the progress of match relationships.
- Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
- Assist with the enrollment and match process resulting in the placement and launching of youth and mentor relationships.
- Maintain rapport with volunteers, youth, parents, school staff and agency partners.
- Maintain program standards and enforce BBBS program rules and adherence to school/site rules and regulations.
- Be in compliance with all assigned BBBSA training.
- Ensure the safety of all youth and promptly report any infraction or concern to School-based



Coordinator and/or appropriate school personnel.

- Assist with program paperwork and survey administration as directed by the BBBS School-based Coordinator.
- Assess, address, and convey site needs to School-based Coordinator to ensure smooth and productive site function.
- Responsible for the administration of interviews during youth enrollment in September and January and at other assessment points within the school year.
- Assist School-based Coordinator with the agency's communication to parents and engaging the parent in match development.
- Communicate upcoming school and/or match meeting schedules, enrichments/activities, encouraging match participation and reinforcing the attendance policy.
- Attend regular team meetings at BBBS office.
- Follow up with youth and volunteers who are absent, confirming their commitment to the program and enforcing the attendance policy.
- Assist with the facilitation of programmatic enrichment activities for volunteer-youth matches as outlined by School-based Coordinator.

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

Work Schedule

- Available for up to 20 hours of mandatory BBBS training, late August/early September.
- Available for match support work, approximately 15-20 hours per week, not exceeding 29 hours/week, taking place on weekdays typically during the lunch hour (10:30 to 2pm), after school hours (2pm to 6pm) and/or other hours outside of site meeting times.
- As a seasonal employee/position, please note there are no hours available during the summer.
- Match support work begins early September and ends mid-June.