



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

Position Title:	Match Support Specialist
Reports To:	Senior Director of Program Services
Department:	Program
FLSA Category:	Non-Exempt
Date Approved:	August 2022

Position Summary

The Match Support Specialist (MSS) is a position that provides case management and support to a matches between Bigs and Littles throughout their time in the program. The MSS is responsible for achieving Big Brothers Big Sisters' outcomes by providing high quality support and individualized training and coaching to volunteers, children, and parents/guardians. 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 group activities for matches, 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

- Ability to ensure high-level proficiency in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Self-motivated; energetic; organized; results driven.
- Excellent oral and written communication skills, reflecting solid customer service and high-quality documentation.
- 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 and ability to work in an online data management system.
- Bilingual Spanish is desirable.

Match Support Responsibilities

- 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.



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- Communicate effectively with supervisor, including prompt notification and consultation regarding concerns which may negatively impact the match.
- 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.
- Conduct and document all elements of match support in a timely fashion, meeting BBBSA and agency standards in Matchforce.
- Conduct and document 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 and referral of outside resources, if necessary.
- 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, 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.
- Assist in the facilitation of group activities that appeal to Bigs and Littles and target youth outcomes.
- 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 evenings and weekends to meet the needs and schedules of our match participants.

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

Agency Requirements

Physical Demands

The physical demands at BBBS are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Performing the essential responsibilities of this job, the employee is regularly required to sit, operate computers and other office equipment, complete filing tasks and use written and oral communication skills. The employee may be required to transport or move up to 20 pounds.

BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability. BBBS operates under an Affirmative Action Policy.

Travel

The employee must have a valid driver's license and the ability to travel within the community we serve throughout nights and weekends with full time access to an automobile and automobile insurance in the amount required by the state of Wisconsin.



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Work Expectations

Employee must be able to view differences between individuals (race, gender, age, cultural heritage, physical ability, education and lifestyle) as an asset and demonstrate an appreciation of the JEDI within Big Brothers Big Sisters and the youth served by the agency.

Maintain professional development, as time and budget permits, through staff development courses, professional organizations, seminars, and reading of professional literature. Utilize BBBSA network to access and research best practices.

Each year the agency holds events that typically fall after normal office hours. These events may be mandatory for all staff. For scheduling purposes, you will be notified of the dates as early as possible. These events may include but are not limited to the following:

- Bowl for Kid's Sake; January – May
- BIG Gala; early November
- Golf Classic; early August

As an employee of the Big Brothers Big Sisters Team, you may be required to attend other agency related activities, meetings and events as deemed necessary.

The above statements reflect the essential responsibilities and competencies considered necessary to achieve BBBS's Agency goals. Other tasks may be assigned, based on agency needs at the request of the department's supervisor.