



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

Position Title:	Match Maker/Case Manager: Big Brothers Big Sisters Program Staff
Reports To:	Director of Program Services
Department:	Program
FLSA Category:	Exempt
Date Approved:	February 2024

Looking for a job that makes a life-changing impact? Join Big Brothers Big Sisters' growing and dynamic team! This position (internally referred to as Enrollment & Match Support Specialist, or EMSS) functions as an interviewer and match maker for volunteers and families, as well as a case manager to support new and existing matches based on needs. Guide volunteers and families through the enrollment process including interviews, training, and making matches, while also providing case management and support to a caseload of matches, developing meaningful relationships that last throughout their time in the program...and even beyond!

Enrollment Position Summary

The Enrollment and Match Specialist (EMS) is responsible for providing high-level customer service in the volunteer and parent/child enrollment and matching process while executing a high degree of independent judgment in accordance with the Big Brothers Big Sisters of America (BBBSA) national standards of service to meet annual new match goals. The EMS produces successful outcomes in new matches, match quality, documentation quality, processing time, and customer satisfaction.

Match Support Position Summary

The Match Support Specialist (MSS) is a position that provides case management and support to matches between volunteers and children 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.
- High-level interviewing skills and strong interpersonal skills, including the ability to form appropriate assessment-based relationships and relate well in multicultural environments.
- Creative and innovative.
- Proactive and be tenacious with follow up and keeping the process moving.
- 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.

Enrollment Responsibilities

- Conduct volunteer enrollment including individual orientations, interviews, and completion of enrollment processes. Recommend home visit if necessary and complete as indicated.
- Conduct parent/child enrollments including in-home interviews, child safety education, and completion of enrollment processes. Assess and refer families for alternative or additional services as needed.
- Meet established monthly and annual goals for new matches, match quality, documentation quality, processing time, and customer satisfaction.
- Maintain accurate paperwork and data entry into agency web-based system for each participant, according to agency standards including completion of necessary surveys.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Follow-up with volunteer's references or therapist as appropriate.
- Provide timely and comprehensive reports and recommendations for participation in the program based upon enrollment information and assessments of each potential match participant.
- Assess and apply indicators that contribute to successful match. Effectively align volunteer interests and qualifications with mentoring program options.
- Determine matches and facilitate match introduction meetings that align with volunteer and family's schedules.
- Conduct volunteer and youth/family re-enrollments to ensure appropriateness for rematching in the program.
- Collaborate with other service delivery staff to ensure smooth transition among functions.
- Cross train to facilitate agency needs.
- 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.

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, phone, and electronic contact with the volunteer, child, and parent/guardian to monitor safety, healthy relationship development, and to reach monthly goals.
- Determine the elements of child safety, relationship development, positive youth outcomes/development, and participant satisfaction are achieved.
- 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.
- 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.
- Use evaluation surveys as a complementary tool which adds to an ongoing, professional assessment of relationship strength and match impact on youth development.
- Assess individual training, coaching, and support needs for each match participant to assure a positive experience for the youth and a satisfying experience for the volunteer. Remind participants of policies, rules, and responsibilities as needed to ensure program guidelines are understood and followed.
- Develop strategic interventions to strengthen match relationships with a goal to reduce match closures.



- Provide matches with affordable and age-appropriate activity ideas and encourage involvement in agency sponsored events.
- Celebrate match achievements and recognize volunteer accomplishments through individualized recognition and group events.
- At match closure, assess safety, reasons for closure, and make recommendations for potential rematch of program participants.
- 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 agency sponsored events that support youth outcomes and program goals.
- Assist with other program activities as needed.
- This position requires a flexible work schedule and the ability to work some weeknight evenings and weekends.

Agency Requirements (All Positions)

Commitment to JEDI: Justice, Equity, Diversity, and Inclusion

- Big Brothers Big Sisters believes that justice, equity, diversity, & inclusion are essential parts of our mission to defend, ignite and empower potential for youth in our community.
- We pledge to embrace true representation in our brand, diversity of people and perspectives, and inclusion in all areas of our organization so we can make a generational impact on our community through life-changing friendships.
- We value JEDI principals by incorporating them into who we are, our core belief patterns, our daily work, our strategic goals, our support and training programs and through the leadership of the agency. We welcome, encourage, and desire diverse candidates for all of our job openings.

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.

Travel

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

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 diversity 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.

The agency holds several events that typically fall after regular business hours each year. These events may be mandatory workdays for all staff. For non-exempt staff, adjust your schedule with your supervisor so you do not work over 40 hours weekly. You will be notified of the dates as early as possible for scheduling purposes. These events include the following:

- Volunteer Appreciation Event; late January
- Bowl for Kids' Sake; scheduled weekdays/early evenings each spring
- NFL Alumni Golf Classic: weekday/evening in early August
- The Big Gala Dinner and Auction; Saturday in early November
- REACH events, Family Engagement events, and Wait List events; scheduled weekday evenings and weekends

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 or the CEO.