

## **Bilingual Match Support Specialist**

### **QUALIFICATIONS**

1. Knowledge of social work philosophy, principles and methods, and an ability to use this knowledge positively in casework practice.
2. Understanding of community resources.
3. Ability to analyze behavior significance, formulate a plan of action and write evaluative social histories, progress notes and reports.
4. Experience with computer programs including Microsoft Word and Excel.
5. Flexibility to work evenings (until 7:30PM)
6. Valid Indiana Drivers License and proof of insurance.
7. Professional attitude and manner.
8. Ability to relate well to adults and youths.
9. Verbal and written communication skills.
10. Emotional maturity, good judgment, integrity, flexibility, resourcefulness, and enthusiasm.
11. Commitment to the mission of Big Brothers Big Sisters.

### **EDUCATION**

A minimum of a Bachelor's degree preferably in a behavioral science field or related field.

### **POSITION RESPONSIBILITIES**

1. To assist all of Match Support and Customer Relations with interpretation for our Spanish speaking families
2. To be responsible for documentation of thorough in person or telephone contacts, 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
3. To be familiar with and effectively utilize AIM (agency information management) for documentation of all contact with volunteers, parents, and children
4. To conduct three month and annual case conferences, goal settings, surveys (YOS/SOR/Match Satisfaction), monthly and quarterly contacts, in person closures and other meetings as needed/assigned
5. To attend Match Support staff meetings, supervision, and trainings as directed by Lead
6. To meet with Lead on a regular basis to discuss casework management and any concerns that may negatively impact a match
7. To assess individual training needs, information and support needs for each match participant to assure a positive development experience for the child, and successful and satisfying experience for the volunteer
8. To ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function
9. To develop strategic interventions to identify and strengthen match relationships which require extra support to continue to grow
10. To implement and promote match activities to support ongoing volunteer involvement through individualized recognition, annual events, and reengagement strategies
11. To establish, monitor and meet goals for match length and customer satisfaction. To utilize surveys, assess match impact on youth development and SOR to assess strength of match relationship
12. To share with development and/or marketing staff potential partnership relationships as discovered through volunteers and parent's employers and affiliations
13. To provide timely and comprehensive written summaries of all contacts

14. To attend trainings to further knowledge about department as directed
15. To implement and conduct volunteer trainings as directed by Lead
16. To be responsible for initial two week contacts as well as monthly and quarterly contacts
17. To conduct the presenting of volunteers and children and all follow-ups calls as needed
18. To schedule and conduct initial match introductions
19. To conduct exit interviews in person/by phone (if in person cannot be done) with all parties at match closure. To assess reasons for match closure and re-match potential
20. To take an active role in identifying and nominating volunteers for, and coordinating logistics of, the annual Volunteer Recognition Dinner
21. To perform other duties as required by agency management

## **SUPERVISION**

1. Reports to the Match Support Team Lead
2. 90 Day Review and Annual Reviews