

Yellows Match Support Specialist

The Yellows Match Support Specialist is a dynamic, resourceful, and dedicated individual focused on preventing the closure of mentor-mentee matches within Big Brothers Big Sisters. This role requires a proactive and creative problem-solver who can re-engage and coach individuals towards a successful and enriching experience. The ideal candidate is someone who is committed to going the extra mile—literally and figuratively—to support, heal, and strengthen the relationships between Bigs, Littles, and their families. Preserving these mentor-mentee relationships ('matches'), involves resolving conflicts, managing expectations through training, and ensuring effective reengagement processes.

FUNCTIONS

- Case Work
- Match Preservation
- Conflict Mediator
- Training/Managing Expectations
- Yellows Record Keeping

RESPONSIBILITIES:

Case Management

- Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Use social work techniques and principles to maintain and enhance match relationships through direct interventions and support strategies.
- Develop and use appropriate materials for each match to successfully guide each individual student toward the goals and objectives of the program.

Match Preservation:

- Proactively identify matches at risk of closure by analyzing match data and feedback.
- Develop and implement intervention strategies to strengthen relationships and prevent premature match closures.
- Provide ongoing support and resources to mentors, mentees, and their families to facilitate positive match experiences.
- Design and execute strategies for reengaging mentors and mentees who have become less active in the program.

Conflict Mediator:

- Serve as the primary point of contact for resolving disputes within matches.
- Utilize conflict resolution techniques to mediate issues between mentors, mentees, and parents/guardians.
- Facilitate productive conversations to address and resolve underlying issues.

Training/Managing Expectations:

- Conduct training sessions for mentors, mentees, and parents/guardians to set clear, achievable expectations for match relationships.
- Provide mentors with the tools and knowledge needed to navigate challenges within their match relationships.
- Regularly review and update training materials to reflect best practices and program developments.

Yellows Record Keeping:

- To be familiar with and effectively utilize Matchforce (agency information management) for documentation of all contact with volunteers, parents, and children.
- To provide timely and comprehensive written summaries of all contacts.
- Assure all Matchforce data regarding each volunteer, youth, and match is accurate and up to date.
- Maintain comprehensive records of all at-risk matches, including documentation of interventions, outcomes, and relevant communications.
- Analyze data to identify trends and inform program improvements.
- Generate regular reports on the health of the match relationships and effectiveness of preservation efforts.

Measurable Outcomes:

- Reduction in match closure rates.
- Successful resolution of conflicts within a specified timeframe.
- Increased match longevity post-intervention.
- Positive feedback from participants regarding training and support received.
- Accurate and timely maintenance of Yellows records.

EDUCATION

- 2-years case management experience
- 1-year experience with youth and families.
- Bachelor's degree preferred in Social Work, Psychology, or an agency approved related field. High school diploma/GED equivalent and four years of agency approved work required if no bachelor's degree.

QUALIFICATIONS

- Knowledge of social work philosophy, principles, and methods.
- Ability to apply casework practices.
- Procuring and/or coordinating community resources.
- Ability to analyze behavior significance, formulate a plan of action.
- Ability to write and evaluate social histories, progress notes, and reports.
- Experience with computer programs including Microsoft Word and Excel.
- Ability to work evenings at least twice a week and weekends as needed.
- Valid driver's license and proof of auto insurance.
- Reliable transportation
- Professional attitude and manner.
- Emotional maturity, good judgment, integrity, flexibility, resourcefulness, and enthusiasm.
- Ability to relate well to adults and youths of all demographics and socioeconomic statuses.
- Strong verbal and written communication skills.
- Commitment to the mission of Big Brothers Big Sisters – To help children reach their potential through professionally supported one-to-one relationships with measurable impact.
- Commitment to the role as advocate to BBBSNEI's culture of distinction that revolves around our core values of safety, integrity, passion, customer service, excellence, ownership, and communication.

SUPERVISION

- The Yellow's Specialist reports directly to the Program Director
- Quarterly performance reviews will be conducted to ensure alignment with organizational goals and objectives.

SALARY AND BENEFITS

Starting salary range: \$40,000 - \$55,000 annually dependent upon qualifications and experience

Available benefits: Health Insurance, Long Term Disability, Life Insurance, Vision Insurance, Dental Insurance & PTO after 60 Days. 401k after 90 days.

ACKNOWLEDGEMENTS

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature: _____ Date: _____

Supervisor: I have reviewed this job description with my employee.

Signature: _____ Date: _____

Human Resources

Signature: _____ Date: _____