



Position Title:	Match Support Specialist
Reports To:	Program Director

Position Summary

This position is responsible for providing match support to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers.

AmeriCorps Benefits

- Applications must go through the Americorps website; for further information, please see www.americorps.org
- full-time members receive an annual living allowance of between \$13,000 and \$22,800
- An education award of \$4,725 is granted upon successful completion of 1700 hours of service within a 12 month period
- Members are eligible for postponement of certain student loans while they are earning an education award
- Health insurance is provided at no cost to the member or the host site

Position Responsibilities

- Maintain a caseload up to 100.
- Through scheduled in-person, telephone and electronic contact, 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
- Document and monitor all elements of match support and supervision in the agency information system according to BBBSOK guidelines.
- Assess individual training needs, information and support needs for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer
- Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Develop strategic interventions to identify and strengthen match.
- Assist with the development of match activities and promote match activities to support ongoing volunteer involvement.
- Establish, monitor and meet program goals for match contact, length and customer satisfaction.
- Conduct exit interview meetings with all parties at match closure. Assess reasons for match closure and re-match potential.
- Attend and Participate in Big League.
- Assist with volunteer and staff trainings as needed.
- School-based Match Support staff will complete the following tasks: cultivate the relationship with school partners and school officials; collaborate with partners to grow the school-based program; conduct volunteer trainings and activities at the school; attend school meetings and/or teacher meetings to promote BBBS.
- Assist with volunteer appreciation events.
- Assist with recruitment, agency activities, and other special projects that may occur in the program department.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience

- Bachelors' degree required preferably in social services.
- Experience working with diverse populations in diverse settings; youth development; understanding child safety/negative indicators; and/or mentoring relationships

Knowledge, Skills, and Abilities Required

- Ability to effectively present information in one-on-one and small group. situations to customers, clients, and other employees of the organization.
- Demonstrated ability to speak and communicate well with others.
- Ability to deal with and resolve concrete problems.
- Excellent interpersonal skills, including the ability to listen effectively.
- Proven ability to manage multiple projects and prioritize with excellent organizational skills.
- Demonstrated ability to work with in a team setting.
- Ability to quickly learn the agencies program policies
- Self-motivated and results driven
- Demonstrates the ability to identify child safety, negative indicators and/or red flags in a mentor relationship
- Proficient in Computer programs-- Microsoft Office; including Word, Outlook, and Excel
- Ability to travel

Working Environment/Hours

The work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made for individuals with disabilities to perform the essential functions.

BBBSOK office is a typical office environment; fast paced. Flexible work week schedule; **some evenings and weekends are required.** While performing the duties of this position, the employee is required to travel by automobile and is exposed to changing weather and conditions. Frequent exposure to diverse areas and populations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successful day. Reasonable accommodations may be made for individuals with disabilities to perform the essential functions.

The physical demands will change from day to day on this position which will require sedentary position for long periods of time; at desk or in vehicle for business; heavy key-board use; Heavy phone use (must have ability to talk and hear); walking and standing for long periods of time as needed; reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the work day; lifting objects occasionally up to 25.