



Position Title:	Program Specialist-Enrollment and Match
Reports To:	Manager of Program Development/Area Director

Position Summary

This position is responsible for providing high-level customer service throughout the enrollment and matching process of children and volunteers. This person will be an active member of the enrollment and match services team; floating from one function to the other.

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

- Conduct and assist with trainings and on-boarding new staff...
- Complete the following Customer Relations tasks:
 - Effectively move volunteers and families from the point of first contact to active enrollment.
 - Respond to all parental and volunteer calls of inquiry regarding BBBSOK mentoring opportunities as well as enrollment status. Insure that such inquiries receive prompt and informative response according to established departmental policies and procedures.
 - Process volunteer and client applications ensuring accuracy and completeness of information according to established departmental policies and procedures.
 - Conduct background and reference checks on potential volunteers and assess if follow-up is needed.
 - Determine the best way to get volunteer investment in the enrollment process.
- Complete the following Enrolment tasks, as needed:
 - Conduct volunteer enrollments tasks: individual orientations, interviews, profiles, pre-match introduction, assessments, match meetings, and volunteer updates.
 - Conduct client enrollment tasks: parent/child interviews, assessments, child safety education/program orientation, and client updates.
 - Assess volunteer and child enrollment information and make the appropriate recommendation for participation for BBBSOK program.
 - Assess and refer families for alternative or additional services as needed.
 - Effectively move the volunteer and client from enrollment to match status. Identify and eliminate any barriers interfering with the completion of the enrollment process.
 - Appropriately match the preferences of volunteers and clients for a potential match.
 - Follow-up on background information as needed.

- Complete the following Match Support tasks, as needed:
 - Maintain a caseload and regular contact with match parties based on agency standards.
 - Documents match progress in Agency Information Management system.
 - Ensure that positive youth development and volunteer satisfaction are fulfilled and that potential problems and barriers are identified and addressed as soon as possible.
 - Develop strategic interventions to identify and strengthen match relationships.
 - Promote and assist with the development of match activities and volunteer appreciation events.
 - Assess match closure reason; re-match potential, re-engagement opportunities and match development progress.
 - Additional site-based duties include: Cultivate the relationship with school partners and officials, collaborate with school partners to grow the program, address school concerns/issues with appropriate staff member.

- Assist with recruitment, agency events, and special tasks that arise in program department as needed.

Qualifications

Candidates for this position should have the following education/experience and demonstrate mastery of the following knowledge, skills and abilities:

Education/Experience

- Bachelor's degree in social services or related field
- A minimum of one year experience in social service, non-profit, or mentoring environment
- Experience in assessment and relationship development working with child and adult populations; understanding of child development and family dynamics a plus

Knowledge, Skills and Abilities Required

- Demonstrates good written and oral communications skills
- Excellent interpersonal skills, including the ability to listen effectively
- Ability to manage multiple projects and prioritize; excellent organizational skills
- Demonstrates Problem-solving abilities
- Demonstrates the ability to identify child safety, negative indicators and/or red flags

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. This position will work in varied and diverse residential environments based on assigned caseload.

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; 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.