



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:	November 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 youth 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 youth safety and well-being, positive outcomes for youth, strong and long-lasting relationships between youth and volunteers, and a strong sense of agency affiliation. 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 are considered dependent on experience.

Experience

- Experience working with youth 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 youth 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.
- Proactive and consistent communication with program participants.
- Detail oriented and the ability to maintain confidentiality throughout daily operations and communications.
- Flexibility 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 screening and enrollment which includes program orientation, virtual or in-person interview, professional assessment, and recommendation to the program. Potential home visit (i.e. weapons check, home assessment, etc.) if deemed necessary.
- Conduct parent/youth screening and enrollment which includes in-home interviews with the youth and parent/guardian, youth safety education, professional assessment, and recommendation to the program. Assess and refer families for alternative and/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 (i.e. navigating parents and volunteers through the online training 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 phone, in-person, and email with the volunteer, youth, and parent/guardian to monitor safety, healthy relationship development, and to reach monthly goals.
- Determine the elements of youth safety and well-being, 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, managing 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 ensure a positive experience for the youth and a satisfying experience for the volunteer. Remind participants of policies, rules, and responsibilities as needed.



- 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.

Other tasks may be assigned, based on business needs at the request of the supervisor or the CEO.

Work Expectations for All Staff

Core Values

To be successful at Big Brothers Big Sisters, employees must abide by our agency Core Values:

Impact

- Our work is positive, meaningful, and transformative.
- We work with urgency and accountability to change lives for the better.

Collaboration & Community

- We create a culture of belonging where everyone's voice is heard and where shared problems lead to innovative solutions.
- We view differences between individuals (race, gender, age, cultural heritage, physical ability, education and lifestyle) as an asset and demonstrate an appreciation for all people within Big Brothers Big Sisters staff and the youth and families served by the agency.

Appreciation & Flourishing

- We treat one another with respect, attention, and recognition.
- We acknowledge good work and intentions, striving to align our words with adequate actions and resources.

Consistency

- We show up for each other and our constituents with reliability, integrity, focus, and intentionality.
- We build trust by prioritizing safety and taking deliberate steps to achieve our common goals.

After-hours Availability

Each year the agency holds several events that typically fall outside normal office hours. These events may be mandatory for all staff. For scheduling purposes, you will be notified of the dates as early as possible. These events may include but are not limited to the following:

- Bowl for Kid's Sake; weekday evenings/spring
- Golf Classic; a weekday & evening in August
- Back to School Event; a Saturday in August
- BIG Gala; a Saturday in November
- Holiday Celebration; a Saturday in December

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.

Travel

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



Physical Demands

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. 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.

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.