

**Match Support Specialist
September 2022 – Immediate Need****THE ORGANIZATION**

For more than 23 years, Big Brothers Big Sisters of the Triangle (BBBST) has been Eastern North Carolina's premier mentoring organization, defending the potential of the future leaders of our community by matching youth (Littles) with committed adult mentors (Bigs). Each time BBBST pairs a child with a role model, we start something incredible: a one-to-one relationship built on trust and friendship that can blossom into a future of unlimited potential. We believe that all youth have the ability to overcome obstacles, and we advocate for them to explore the endless possibilities of what they can accomplish. We create mentoring relationships that ignite the power and promise of youth and develop a village of support that helps maximize the likelihood that a Big Brothers Big Sisters relationship will thrive.

THE OPPORTUNITY

Position Overview: Essential to the BBBS brand, the primary function of this position is to provide 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 youth, volunteers, and families.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: match closure rate, match retention rate, average match length, volunteer rematch rate, and customer satisfaction.

Passion for the Mission: The Match Support Specialist will embrace and embody the mission of Big Brothers Big Sisters of the Triangle and its commitment to empowering and inspiring every young person to reach their full potential. They will flourish in a mission-driven environment, working at a local affiliate agency of a national organization while continually innovating to help expand the reach of the BBBST.

Commitment to JEDI: It's not enough to say we are committed to justice, equity, diversity, and inclusion (JEDI). We have to work intentionally and diligently to bring about change. To empower the potential of all young people, we have to ensure all young people have the opportunity to have a strong mentoring relationship in their lives. We are actively working to promote justice, equity, diversity, and inclusion throughout our organization. This commitment extends not only to an inclusive hiring and recruitment practice, but also to the policies, processes, and procedures that our staff, families, mentors, donors, and community partners rely upon to create connections within the Triangle communities we serve. The Match Support Specialist will embrace, reflect, and advocate for this commitment.

ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

- Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed, and resolved as early as possible. Match support is provided on a frequency according to BBBS Standards, at a minimum.
- Assess and provide for individual training needs, information, and support needs for each match definable activities. For example, update AIM, frequency, participant to assure a positive youth development experience for the child, and successful and type of information included.
Recommend numbering the functions for easier reference. satisfying experience for the volunteer.

- Ensure high-level expertise 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 relationships.
- Develop, promote, and implement individual and group match activities to support ongoing volunteer involvement with the child and agency affiliation through individualized recognition, annual events, and re-engagement strategies.
- Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly refer exit interview to supervisor for third party assessment.
- Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
- Identify and promote re-engagement of volunteers as Bigs, board members, and donors in other volunteer capacities.
- Consult with other service delivery staff and/or supervisor as appropriate.
- To ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
- Other duties as assigned:

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBST may change the specific job duties with or without prior notice based on the needs of the organization.

QUALIFICATIONS

The successful candidate will have:

- Bachelor's degree
- Proficiency in Microsoft Office; including Word, Outlook, and Excel
- Assessment and relationship development experience with child and adult populations
- Understanding of child development and family dynamic
- High ethical standard and ability to maintain participant confidentiality
- Excellent communication and organizational skills, high attention to detail, and ability to produce clear documentation.
- Strong interpersonal skills and the ability to work collaboratively
- Excellent oral and written communication skills reflecting solid customer service both in-person and telephone
- Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction
- Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating
- Ability to relate well in multicultural environments
- Ability to effectively collaborate with other volunteer match staff
- Ability to use time effectively
- Ability to focus on details
- Ability to collect meaningful data and draw solid conclusions.

Equal Employment Opportunity

It is the policy of Big Brothers Big Sisters of the Triangle to provide equal employment opportunities to all candidates and all employees without regard to race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; genetic information; disability; citizenship status; military status; veteran status; or any other category protected by law.

Americans with Disabilities Act

Employee must be able to perform all essential job functions, with or without reasonable accommodation.

TO APPLY

Please send a cover letter, resume, and contact information for three references in one document to careers@bbbstri.org. Please put "Match Support Specialist Applicant" as the subject line. No phone calls, please.

Applications will be reviewed and processed on a rolling basis with preference given to applications received by **Tuesday, October 4, 2022 at 5:00pm**. The target hiring salary for this full-time, non-exempt position is \$30,000. BBBST offers a comprehensive benefits package for full-time employees. This is an office-based position, in Morrisville, with occasional remote work opportunities and some local travel required.