



## *Job Description*

### **Big Brothers Big Sisters of Bucks County**

**Position: Enrollment and Match Specialist (37.5 hours per week, full-time, salary)**

**Location: Jamison, PA with travel throughout Bucks County**

### **AGENCY OVERVIEW**

BIG BROTHERS BIG SISTER OF BUCKS COUNTY (BBBSBC) has been **IGNITING**, **EMPOWERING** and **DEFENDING** BUCKS COUNTY YOUTHS' **POTENTIAL** for 55 years! We are one of 350 affiliates of the 114 year old national Big Brothers Big Sisters of America Organization; proudly serving exclusively Bucks County Youth.

Our mission: is to provide children facing adversity with strong and enduring, professionally supported one-to-one mentoring relationships that change their lives for the better, forever.

Our vision: is that all children achieve success in life.

### **JOB SUMMARY**

BBBSBC seeks a candidate for a *rewarding "Match-Making" position!* This position will facilitate the enrollment processes of "Big" and "Little" mentoring relationships, or "Matches". As an Enrollment and Match Specialist you will be conducting in-depth interviews, writing thorough assessments, processing applications, matching appropriate parties, and engage in administrative tasks, including paper filing and inputting notes into the database system. Your quality of work and professionalism will directly impact the life of a child and their volunteer mentor.

The Enrollment and Match Specialist reports to the Manager of Enrollment and Match.

*A typical schedule would require a schedule of 4 week nights working from 10:30 to 7pm, 1 week nights working a 9 to 5:30 schedule, plus 1 weekend day per month conducting outreach or assisting with agency events.*

### **JOB RESPONSIBILITIES**

- Oversee and conduct all enrollment procedures including: Volunteer, child, and parent/guardian interviews; Presenting individual and group Information / orientation sessions, Conducting phone and email reference checks for volunteers, Providing child safety education; Assessing and referring families for alternative or additional services as needed; Applying learned child safety and risk management knowledge, policies and procedures to all aspects of job.
- Schedule and conduct in-home and in-office child/guardian interviews; Strategically engage families that live in close proximity to available volunteers.
- Review all enrollment information and assessments, making recommendations for participation in the BBBS program based on all data, and effectively aligning volunteer interests and qualifications with service options of Agency. The Enrollment and Match Specialist is expected to achieve good, very good, or excellent ratings on all written assessments that are scored for quality review.
- Pair volunteers and children in 1:1 matches (goal is 7 matches per month), making recommendations to Match Support staff for subsequent training and support needs, and collaborating with other staff to ensure a smooth transition among functions.
- Conduct volunteer/client reassessments and updates, always maintaining accurate records.
- Conduct outreach to enroll youth and volunteers into the program.
- Attend agency events, both match activities and fundraising activities.

### **JOB QUALIFICATIONS**



**Requirements:** Must be a people person and build rapport quickly and genuinely **with both adults and with children**. Willing and able to work on a full-time basis with a flexible schedule to suit the needs of the clients; Have viable transportation enabling efficient travel to offices, partnership locations, and within the BBBSBC service area for the purpose of in-home interviews and meetings; Valid driver's license and insurance to meet job responsibilities; High level of organizational skills, Willing and able to work effectively with diverse populations and in diverse areas.

*Must be comfortable going into the homes of families with various needs, varied socio-economic conditions and diverse neighborhoods.*

**Academic/Equivalent Requirements:** Minimum - Bachelor's degree or 4-8+ years' experience in direct social services work combined with education.

**Skills:** Must have proficient knowledge of Microsoft Office software packages and possess the ability to effectively utilize BBBSBC internal database systems for tracking and recording information.

**Professional:** Experience working with both child and adult populations, as well as specific assessment, intake or interview experience is preferred. Previous experience with youth service organizations and with socio-economically diverse populations is preferred.

**Personal Attributes:** Must have a customer/client focus, value diversity, strong interpersonal skills, be results and outcome oriented, approachable and highly organized in order to manage tasks; Must be a strong judge of character and able to accurately assess people.

## **BENEFITS**

BBBSBC provides generous benefits package to full-time employees: vacation time, personal days, sick time, 10 paid holidays, medical/dental/prescription/vision insurance and an Employee Assistance Program, 403b retirement plan, agency-paid life, long-term disability. Please note that certain conditions and eligibility requirements apply.

## **APPLICATION INSTRUCTIONS**

Please submit a **cover letter** and **resume online**. The cover letter should include what you feel you would bring to the position and to the BBBSBC team. Candidates that do not supply a cover letter will\* *not*\* be considered.

Note: only those applicants believed to be viable candidates for this opportunity will be contacted. No phone calls please.

*BBBSBC provides equal employment opportunities to all employees and applicants for employment and seeks talented staff from diverse backgrounds. BBBSBC does not discriminate on the basis of race, color, creed, national origin, age, ancestry, sex, pregnancy, marital or domestic partnership or civil union status, gender identity or expression, disability, military service, affectional or sexual orientation, atypical cellular or blood traits, genetic information, or any other characteristic protected by law.*

Job Type: Full-time