

<b>Position Title:</b> <b>MATCH SUPPORT SPECIALIST</b>	<b>Job Code:</b>	<b>Overtime Status: Non-Exempt</b> <b>Full-time (37.5 hours a week)</b>
<b>Department:</b> <b>Program</b>	<b>Location:</b> <b>Knoxville</b>	
<b>Reports To:</b> <b>Director of Match Support</b>	<b>Number of People Supervised: 0</b>	

<b>POSITION PURPOSE</b>
<p>Essential to the BBBS-ETN brand, the primary functions of this position are to provide match support, prioritizing child safety; ensure positive impacts for youth; build and develop constructive and satisfying relationships between children and volunteers; assist with engagement activities for matches, families, and wait-list children; and to steward relationships with volunteers.</p> <p>Performance Measures: The successful incumbent will produce positive outcomes in the following areas: match support completion rate, match closure rate, match retention rate, average match length, and survey completion rate.</p> <p><i>Note that this two-year grant funded position will continue beyond the grant cycle, but some roles and responsibilities might change.</i></p>

<b>ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)</b>
Continually assess the match relationship, focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Ensure potential problems and barriers are identified, addressed, and resolved as early as possible. Provide match support on a frequency according to BBBSA Standards, at a minimum.
Assess and provide individualized training for mentors, mentees, and families; ensure a positive youth development experience for children and a satisfying experience for volunteers.
Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures.
Develop strategic interventions to identify and strengthen match relationships.
Develop, promote and implement individual and group activities, including individualized recognition, annual events, and reengagement efforts; provide educational opportunities for parents through parental engagement and support the needs of waiting Littles through activities
Effectively utilize surveys to assess program impact on youth development.
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 CRM technology to report, synthesize and analyze data.
Other duties as assigned

<b>EDUCATION &amp; RELATED WORK EXPERIENCE</b>
<b>Education Level:</b> <b>(minimum &amp; preferred educational requirements necessary to perform this job successfully)</b>
Bachelor's degree, preferably in social services, human resources or related field

<b>Years of Related Work Experience :</b> <b>(minimum &amp; preferred related work experience necessary perform this job successfully)</b>
Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics. Must have car, valid driver's license, and meet state required automobile insurance minimums.

<b>SKILLS AND KNOWLEDGE</b>		
	<b>Required</b>	<b>Preferred</b>
Proficiency in Microsoft Office; including Word, Outlook, and Excel.	<b>X</b>	
Excellent oral and written communication skills reflecting solid customer service both in-person and telephone.	<b>X</b>	
Ability to form and sustain appropriate child and adult volunteer-based relationships, with focus on positive youth development	<b>X</b>	
Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating	<b>X</b>	
Ability to relate well in multicultural environments;	<b>X</b>	
Ability to effectively collaborate with teammates;	<b>X</b>	
Ability to use time effectively;	<b>X</b>	
Ability to focus on details.	<b>X</b>	
Ability to collect meaningful data and draw solid conclusions.	<b>X</b>	
Fluent in Spanish		<b>X</b>

<b>TRAVEL REQUIREMENTS (LIST AS A % OF TOTAL WORK TIME)</b>	<b>10%</b>
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<b>WORK ENVIRONMENT/PHYSICAL REQUIREMENTS</b>
<b>(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)</b>
Routine office environment. Flexible work hours are required to meet customer needs. If home visitation is indicated, must travel to local communities and neighborhoods. Employee must display the following character while on duty: must be motivated; consistent; hardworking; passionate and concerned with the mission and vision of Big Brothers Big Sisters; maintain a high level of professionalism; must be open-minded; understanding; personable; work with a high level of intentionality and integrity; be an active team member by cooperating, having a sense of unity, sharing common goals, and community with a high level of effectiveness; and must have patience and knowledge.
The employee will frequently talk; hear; stand; and be subject to repetitive wrist, hand, and/or finger movement. Occasionally, the employee will sit, walk, or drive. On rare occasions the employee will grasp; reach; reach with their hand/arms; stoop, kneel, crouch, crawl; climb or balance; or move up and down from



or to a sitting position on the floor. Visual activities include clarity of vision at twenty (20) feet or more. The employee will need a concentrated attention level. The employee will regularly lift up to five (5) pounds. On rare occasions the employee will lift up to twenty (20) pounds

<b>Core Competencies</b>	<b>High Performance Indicators</b>
<b>Customer Focus</b>	Able to build strong working relationships with agency staff and matches; identify unexpressed customer needs and potential solutions to meet those needs; independently anticipate and meet customer match support needs; prioritize work in alignment with the needs of the match; use match knowledge and feedback to improve the effectiveness of own support results.
<b>Problem Solving &amp; Analysis</b>	Able to gather appropriate data and diagnose the cause of a problem before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.
<b>Flexibility &amp; Achieving Change</b>	Able to positively deal with changes that affect job requirements or work assignments; adapt to shifting priorities in response to the needs of matches; quickly recognize situations/conditions where change is needed; remain calm and professional in emotionally charged interactions; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.
<b>Continuous Improvement &amp; Gets Results</b>	Able to identify and apply "best practices" in own work; improve efficiency by planning and organizing work effectively, eliminating barriers and streamlining work processes; monitor, evaluate and track own performance; adapt work practices in order to meet goals and deadlines; persist in the face of ongoing obstacles or setbacks; accept responsibility for the quality and outcomes of own work.
<b>Decisiveness &amp; Judgment</b>	Able to demonstrate sound judgment in routine, day-to-day decisions; think critically to make decisions and take action, even in non-routine situations; rapidly make reasonable assessments with limited information; consider impact of various options when making decisions; use sound judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation.
<b>Open Communication</b>	Able to use active and attentive listening to confirm understanding; coach others through the use of reflective questioning; personalize communication content and delivery to fit different perspectives, backgrounds or styles of audience; document information about matches clearly and concisely in order to keep records accurate and up to date.



<b>Strategic Alignment</b>	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.
<b>Valuing Diversity</b>	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.

**Equal Employment Opportunity**

BBBSA 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.

**Americans with Disabilities Act**

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

**Job Responsibilities**

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

<b>ACKNOWLEDGEMENTS</b>	
<b>Creation Date:</b>	<b>Revision Date: 2-17-2021</b>
<b>Supervisor: I have approved this job description and reviewed with my employee.</b>	
Signature:	Date:
<b>Employee: I have reviewed this job description with my supervisor and acknowledge receipt.</b>	
Signature:	Date:
<b>Human Resources:</b>	
Signature:	Date: