



**Program Specialist Job Description**  
**FSLA Status: Non-Exempt / Fulltime**

This position is responsible for acquiring the knowledge to perform various jobs among the Program Team. These job functions include, but are not limited to: a high-level of customer service provided to inquiries and leads; ensuring that volunteers and families are appropriately enrolled and matched while executing a high degree of independent judgment when utilizing Big Brothers Big Sisters of East Tennessee (BBBS-ETN) standards and practices; providing match support to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, engagement activities with parents and wait-list children; and a strong sense of affiliation with BBBS-ETN.

A successful Program Specialist will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield; youth/parent processing time; customer satisfaction, and quality ratings in processing leading to high match retention. Positive outcomes will also be produced in match support completion rate, match closure rate, average match length, and survey completion rate.

*More specifically the Program Specialist will:*

<p>Ensure that volunteers receive an engaging, positive, and personalized phone response promoting BBBS-ETN programs.</p> <ul style="list-style-type: none"> <li>• Effectively move the volunteer from the point of first contact to active enrollment.</li> <li>• Determine the best way to get volunteer investment in the enrollment process.</li> <li>• Identify and eliminate any barriers interfering with the initial enrollment process.</li> <li>• Follow process through to next point of contact.</li> <li>• Obtain preliminary contact information and schedule enrollment interview within prescribed time frame.</li> </ul>
<p>Send forms or program information as needed to volunteers, families, and school administrators.</p>
<p>Assess volunteer "fit" for BBBS-ETN. Conduct volunteer enrollments, including individual orientations, interviews, and completion of other enrollment processes. Assess the necessity of home visits and complete as indicated.</p>
<p>Conduct client enrollments including parent/child interviews, child safety education and other enrollment processes. Assess and refer families for alternative or additional services as needed.</p>
<p>Ensure a high-level of proficiency and skill in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children, and their families.</p>
<p>Conduct volunteer and family reassessments/updates as indicated.</p>
<p>Review all enrollment information and assessments and make recommendations for participation in the program; Assess and apply factors contributing to successful match; effectively align volunteer interests and qualifications with service options of agency; consult with other service delivery staff and/or supervisor as appropriate.</p>
<p>Collaborate with other service delivery staff to ensure smooth transition among functions.</p>
<p>Respond to all volunteer and parental calls regarding their enrolled status (or that of their children); ensure that all such inquiries receive prompt and informative response.</p>
<p>Respond to all calls requesting general information.</p>
<p>Persistently and accurately track and maintain recurring contact with potential volunteers and families who have not yet begun the enrollment process.</p>

Check references for volunteers; establish the legal identity of the volunteer through original documentation; immediately bring to the attention of Enrollment and Match Specialist any concerns surfacing during reference checking that may influence the volunteer enrollment process.
Conduct volunteer and parent orientation sessions regularly.
Enter all inquiries and pertinent data into database, ensuring accuracy and staying within timelines of information systems.
Maintain a queue of match support contacts.
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.
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.
Support the Match Support team focusing on child safety, match relationship development, positive youth development and volunteer satisfaction; when potential problems and barriers are identified, address and resolve as early as possible.
Ensure high-level expertise in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
Conduct surveys to help ensure BBBS-ETN receives measurable outcomes for each match.
Plan, coordinate, and participate in events held for volunteers, families, and/or matches.
Promote the organization by participating at speaking engagements or other similar opportunities.
Actively participate in early match closure analysis meetings that are held quarterly.
Effectively collaborate with partner agencies.
Other duties as assigned.
15 -25% Local travel requirement (listed as a percentage of total work time).

### **Program Specialist Job Qualifications**

At a minimum the applicant will have:

- Bachelor's Degree in Social Services or related field.
- Well-versed in the fundamentals of trauma-informed care and ACEs.
- Passion for the mission of BBBS-ETN, as evidenced through prior work or volunteerism with youth-serving organizations.
- Proficiency in systems such as Microsoft Office, Word, Outlook, and Excel.
- Excellent oral and written communication skills reflecting solid customer service both in-person and via email and phone systems.
- Knowledge of and demonstratable commitment to diversity, equity, and inclusion, with a high level of cultural understanding.
- Effectively collaborate with other match staff and volunteers.
- Use time effectively.
- Focus on details
- Adapt to shifting priorities.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

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.

## **Equal Employment Opportunity**

It is the policy of Big Brothers Big Sisters of East Tennessee 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**

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 following 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. BBBS-ETN may change the specific job duties with or without prior notice based on the needs of the organization.

## **To Apply**

To apply, please submit a resume, along with a cover letter and salary requirements to:

[careers@tennesseebig.org](mailto:careers@tennesseebig.org)