



JOB DESCRIPTION

Position Title: PROGRAM SPECIALIST (Enrollment and Support)	Job Status: Part-time, Non-Exempt
Department: Program	Location: Otero
Supervised By: Otero Site Manager	Number of People Supervised: 0

POSITION PURPOSE

Essential to the BBBS brand, the primary function of this position is to ensure that volunteers and children are appropriately enrolled and matched while executing a high degree of independent judgment when utilizing BBBS standards and practices. A high-level of customer service, focusing on volunteer options and child safety, is to be demonstrated throughout the volunteer and child enrollment and matching process.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas in Enrollment: volunteer yield and processing time; new matches and overall matches served, youth yield; youth/parent processing time, customer satisfaction. Positive outcomes in support will include: match closure rate, match retention rate, average match length, volunteer rematch rate, and customer satisfaction.

EXPECTATIONS: Program Specialist will be expected to achieve agency, team and individual goals as detailed in bi-annual evaluation forms, agency metrics and scorecard.

ENROLLMENT ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

- Assess volunteer "fit" to BBBS. Conduct volunteer enrollments, including: individual orientations, interviews, and completion of any other enrollment processes. Assess the necessity of home visits and complete as indicated. Back-up Program Assistant/CRS, if necessary, with conducting background checks/references.
- Conduct client enrollments including parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.
- 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.
- Review and follow-up on references as necessary to gain additional data to complete the assessment process.
- Conduct volunteer and client reassessments/updates as indicated.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Review all enrollment information and assessments and make recommendations for participation in the program based on this information. 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.
- Provide comprehensive assessments and match support recommendations for volunteer and child participation in the program based upon assessments of each individual volunteer. Maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
- High degree of collaboration with other service delivery staff to ensure smooth transition among functions.
- Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.



SUPPORT 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 participant to assure a positive youth development experience for the child, and successful and 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 that require extra support to continue to grow.

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 reengagement strategies.

Effectively utilize P.O.E, to assess match impact on youth development; effectively utilize S.O.R. to assess the strength of relationship between volunteer and child; and effectively utilize Y.O.S. (Youth Outcome Survey) to assess positive or negative outcomes the child has experienced on an annual basis

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, including mandatory monthly supervision with manager.

To ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to standards. Accurately document all interactions between agency, clients, and volunteers and keep data base updated.

VOLUNTEER/CHILD RECRUITMENT

Assist Otero Program Coordinator with recruiting SB/CB volunteers and CB children as needed, which may include public speaking.

Attend community meetings and participate in Agency/Branch committees as needed

Other Duties as assigned and for which the employee is qualified to perform

EDUCATION& RELATED WORK EXPERIENCE

Education Level:

(preferred educational requirements necessary to perform this job successfully)

Bachelor's degree required. Bachelor's degree in social services, sociology, psychology or related field preferred. College transcripts will be required.

Years of Related Work Experience :

(minimum or preferred related work experience necessary perform this job successfully)

Related work experience is defined as: work assessment, intake or interview 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 as well as a criminal background check.



SKILLS AND KNOWLEDGE		
	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel.	X	
Excellent relational assessment skill.	X	
Oral and written communication skills reflect solid customer service.	X	
High-level interviewing skills.	X	
Ability to form appropriate assessment-based relationships;	X	
Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction	X	
Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating	X	
Ability to relate well in multicultural environments;	X	
Ability to maintain confidentiality throughout daily operations;	X	
Ability to effectively collaborate with other volunteer match staff;	X	
Ability to use time effectively;	X	
Ability to focus on details;	X	
Ability to collect meaningful data and draw solid conclusions.	X	
Bilingual capabilities, Spanish-English		X
Comprehensive criminal, sexual offender, MVD background checks	X	
Ability and willingness to travel locally to meet with volunteers and clients	X	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS (Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)
Routine office environment. Flexible work hours to meet customer needs. When home visits are indicated, must travel to local communities and neighborhoods. Travel to ABQ Main Office for staff training sessions is required.

Core Competencies	High Performance Indicators
Resilience & Flexibility	Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.
Communication - Verbal and Written	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others; translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
Decisiveness & Judgment	Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider impact of various options when making decisions; use good judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation; use an awareness of formal and informal decision-making channels to achieve desired results.



Gets Results	Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.
Customer Focus	Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.
Problem Solving & Analysis	Able to gather appropriate data and diagnose a situation 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.
Strategic Alignment	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. Participate as an active team member assisting other members of the support team and other teams within BBBS as needed to reach the overall goals of the Agency.

Equal Employment Opportunity

BBBS of CNM 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

Equipment Used:

PC and standard office equipment, including utility dolly

Physical Requirements:

Position is primarily an office setting, requiring long periods of sitting at a desk and computer. The position requires the ability to lift 20 pounds unassisted, 40 pounds with assistance. Frequent visits to donor sites or securing agency supplies may require driving in inclement weather or in the evening after sunset. The ability to navigate within the city limits is helpful.

Job Responsibilities

The previous 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 of CNM may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date: 6/25/10	Revision Date: 07.13.11
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Chief Executive Officer	
Signature:	Date: