



JOB DESCRIPTION

Position Title: COMMUNITY BASED MATCH SUPPORT SPECIALIST	Job Status: Full-Time, Non-Exempt, Hourly
Department: SUPPORT	Location: Albuquerque
Reports To: Manager of Support	Number of People Supervised: 0

POSITION PURPOSE

Essential to the BBBS brand, the primary function of this position is to provide match support, volunteer training, and match activities 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 volunteers, all leading to the culmination of the Community Based and Site Based programs flourishing and growing into the future.

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.

Providing Match Support

- 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.
- Provide pre-match Volunteer Training to Community Based and Site Based volunteers. Ensure understanding of program rules, policies, expectations, procedures, and boundaries.
- 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 Y.O.S. to assess match impact on youth development and effectively utilize S.O.R. to assess the strength of relationship between volunteer and child.
- Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure and re-assess match participants who wish to be re-matched.
- 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.
- Complete required tasks and documentation for funding as determined by funding sources (government funding and grant funding).
- Conduct youth enrollment into Site Based Program, assessing youth for program fit, potential outcomes areas, and compatibility with volunteers.
- Conduct match introduction meetings. Explain the BBBS-CNM policies and procedures. Ensure all forms and documentation is accurately completed.

EDUCATION& RELATED WORK EXPERIENCE

**Education Level:
(minimum & preferred educational requirements necessary to perform this job successfully)**
 Bachelor’s degree is required. BA in social services, sociology, psychology or related field is preferred. College transcripts will be required.

**Years of Related Work Experience:
(minimum & preferred related work experience necessary perform this job successfully)**
 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.

SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel.	X	
Excellent oral and written communication skills reflecting solid customer service both in-person and telephone.	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: <u>guiding, supporting, confronting, advising and/or negotiating</u>	X	
Ability to relate well in multicultural environments;	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	
Comprehensive criminal, sexual offender, MVD background checks	X	
Ability and willingness to travel locally to meet with volunteers and clients	X	
Bilingual, Spanish/English		X

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific workplace 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. Must travel to local communities and neighborhoods.

Core Competencies	High Performance Indicators
Customer Focus	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.
Problem Solving & Analysis	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.
Flexibility & Achieving Change	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.
Continuous Improvement & Gets Results	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.
Decisiveness & Judgment	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.
Open Communication	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.
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

Big Brothers Big Sisters 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

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. Big Brothers Big Sisters of CNM may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date: 09/18/2008	Revision Date: 06.24.2020
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: _____