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**JOB DESCRIPTION**

**Job Title**: Match Support Specialist (MSS) Floater **Department**: mentor2.0 **Exempt/non-exempt:** Exempt

**Reports to**: Education Manager or Assoc Education Manager **Number of direct reports**: 0

**Agency Vision and Mission**: The vision of Big Brothers Big Sisters is that all youth achieve their full potential. Our mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. By partnering with parents/guardians, volunteers, and others in the community we are accountable for each child in our program achieving higher aspirations, greater confidence, and better relationships; avoidance of risky behaviors; and educational success.

**Department Mission/Values**:

mentor2.0 fosters high-impact mentoring relationships to high school students, with support and guidance to develop the critical-thinking and inter-personal skills for lifelong success.

**Job Summary**:

The Match Support Specialist (MSS) carries a caseload of matched pairs and independent scholars. **Responsible** for meeting individual and team KPIs. **Primary functions** include assisting with matching, match support, pair engagement, partnership development, team collaboration, and classroom instruction. **Deliverables** include match engagement hours, match support contact rate, matching goals, mentor referral and engagement goals, and curriculum delivery.

**Responsibilities –**

**Special Project Delivery (10%)**

* *Develop/Plan:*  Develop and/or update project plan, to include procedures, schedule and due dates, roles and responsibilities, and goals/deliverables. Create documents and tools to support work.
* Engage/Train: Engage staff/volunteers/stakeholders to carry out the work. Train on best practices, plan, and more. Market/promote project as needed.
* *Coordinate:*  Coordinate team members and participants to fulfill the actions needed for project.
* *Document:*  Write/update procedures, process improvement, learnings, and more as project progresses
* Grow/build: Ensure project is successfully executed on-time, and new/continuing resources of time, talent and treasure, as well as participation, progress
* Goals/Deliverables: Set/meet goals for numbers of participants, KPIs for project, documents/tools, and more

**Special Project Deliver – Floater and cross-departmental support (20%)**

* Cross-departmental support – work with Enrollment, Support and mentor2.0 teams to identify needs and gaps, establish a plan and calendar, and ensure communication is strong between teams
* Serve as Match Support Specialist for departments as needed, to fill gaps related to absences, staff turnover, busy seasons, and more
* Serve as a ‘Sub’ to provide classroom instruction when needed (see duties listed below)
* Assist with or lead m20 events as needed (see duties listed below)
* Other duties as assigned

**Mentee Engagement (20%)**

* *Classroom Instruction*: Facilitate high impact classrooms and deliver all required curriculum.
* *Coaching to enhance participation*: Support/encourage students to achieve YODP goals and benchmarks, attend class, and meet with mentors to meet participation rates
* *Independent scholars*: Collaborate with unmatched students to set/meet YODP goals, based on their needs and abilities
* *School supports*: Fulfill required and relevant grade level duties; collaborate with teachers, admin, and team and school cohorts to meet goals

**Mentor Engagement (10%)**

* *Mentor training*: Deliver initial and ongoing mentor training on an individual and group basis.
* *Communicate consistently*: Send weekly mentor emails with updates and encouragement; conduct match support on time; return calls/emails promptly; provide helpful resources
* *Engage through Mentor Advisory Council activities*: Collaborate with the MAC to promote activities, adopt best/suggested practices, help with scheduling/invitations, and more
* *Recruitment* – assist with all efforts to recruit mentors, encourage mentor referrals, and more

**Pair Engagement (40%)**

* *Matching*: Coordinate with the enrollment team to match students with mentors
* *Youth Outcome Development Plans (YODP):* develop YODP for every student; meet with match beginning, mid, and end of year to ensure matches use YODP as road map to set, accomplish, and celebrate outcomes. Collect YODP checklist data to contribute to annual outcome reports.
* *Match support*: Facilitate quality, consistent match engagement between pairs, providing individualized coaching of best practices to mentors and mentees, meeting performance standards for match support contact (quality and quantity of contacts and match engagement hours; documentation in MatchForce and IMentor Platform)
* *Participation rates*: Set/meet goals and standards for online participation of active pairs; ensure child safety, pair bonding, consistency, and more. Schedule/facilitate meaningful, fun, safe, impactful ‘main events’ and supplementary events to increase match engagement hours. Document participation hours as required.
* *Analyze results* - Conduct participant surveys; analyzing results and course correct as needed
* *Coordinate transitions*: Encourage/ enroll matches in mentor2.0 Plus early and efficiently; guide pairs from grade to grade to connect during summer/breaks, and to reestablish in fall; lead matches to healthy closure and document individualized closure processes
* *Deliverables*: Match Engagement hours, participation rates, match support contact rate, YODPs created/ completed. Responsible for managing own data in MatchForce and Imentor, and using data to document match engagement hours and populate monthly billing and reporting sheets.

**Collaboration and Teamwork Outside Department (10%).***Primary tools*: committee forms, WorkPlace, BBBSA

Agency Connection.

* Serve on committees dedicated to merging the talent and values of team members to ensure optimum customer satisfaction and mission outcomes.
* Engagement with BBBS sister agency peers and community partners related to youth service.
* Collaboration for innovation and solutions-based strategies.
* Deliverables: committee partition, lead roles, action completed, peer group participation

***Other duties as assigned***

1. ***Required Skills/Abilities*:**

* BA required
* Competent in program management.
* Competent leadership and stakeholder management.
* Competent in strategy, execution of plans, goal attainment
* Knowledge of mentoring community and gold standard mentoring programming
* Knowledge of community partners related to mentoring
* Commitment to innovation and process improvement
* Proficient with Microsoft Office Suite or related software.
* Ability to manage financial and analytical data and reporting

1. ***Preferred Skills/Abilities*:**

* Bilingual preferred
* Educational experience
* Case management experience
* Extensive knowledge of community partners to drive mentor/youth recruitment
* Extensive knowledge of the program and education community and funding opportunities

1. **Physical/Base Requirements:**

* Use personal vehicle to travel across multi-county service area, with primary work in/around metro ABQ
* Attend evening/weekend activities/events
* Minimal physical requirements: walking, standing, sitting at workstation; normal office environment.

**DISCLAIMERS**

*Equal Employment Opportunity*: BBBS-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*: 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. BBBS-CNM may change the specific job duties with or without prior notice based on the needs of the organization.

Employee Signature/Date:

Direct Supervisor Signature/Date:

CEO Signature/Date: