

## **Bilingual Match Support Specialist**

Big Brothers Big Sisters of Dane County (BBBSDC) is the premier youth mentoring agency in our community, providing children with professionally supported one-to-one mentoring relationships that ignite potential and foster lifelong success. We are seeking a full-time **Bilingual Match Support Specialist (MSS)** to support and strengthen mentoring relationships ("matches") between adult volunteers (Bigs) and children (Littles), with a primary focus on matches where parents or guardians are Spanish-speaking.

The Bilingual Match Support Specialist provides ongoing coaching, assessment, and support to ensure child safety, positive youth development outcomes, volunteer satisfaction, and strong family engagement. This role works closely with mentors, parents, and youth primarily through phone-based outreach, with some in-person meetings and events.

The ideal candidate is a self-starter with strong organizational, communication, and customer service skills; is adaptable and flexible; and is passionate about working in a mission-driven, youth-serving organization.

### **Key Responsibilities**

- Provide ongoing match support by regularly assessing child safety, relationship development, youth outcomes, and volunteer satisfaction
- Identify potential challenges early and offer proactive coaching and resources to ensure match success
- Conduct introductory match meetings, exit interviews, and volunteer pre-match trainings
- Utilize Youth Outcomes and Strength of Relationship surveys to assess and document match impact
- Appropriately communicate with matches regarding current events affecting individuals and communities
- Promote BBBS events and encourage engagement among volunteers and families
- Maintain accurate, timely documentation using the agency database and required reporting tools
- Apply child safety and risk management policies consistently across all responsibilities

- Deliver exceptional customer service to volunteers, families, youth, and community partners
- Serve as an ambassador for BBBSDC and actively support the organization's mission
- Attend required meetings and assist with additional program activities as needed

### **Minimum Qualifications**

- **Bilingual (English–Spanish) required**
- Minimum of **2 years of experience** in youth-serving or related fields (Bachelor's degree preferred but not required)
- Strong written and verbal communication skills
- Experience working with diverse populations preferred
- Proficiency with Microsoft Office and ability to learn agency databases and software
- Valid driver's license, reliable transportation, and required automobile insurance
- Ability to work occasional evenings and weekends
- Must successfully pass a criminal background check

### **Compensation & Benefits**

- **\$22 per hour**, full-time, non-exempt position
- Hybrid work environment
- Comprehensive benefits package, including:
  - Health, vision, and dental insurance
  - 401(k) with employer match
  - Paid time off and holidays
  - Mileage reimbursement
  - Retirement plan

### **Work Environment**

- Based out of our Madison, WI (East Side) office
- Approximately 5% local travel within Dane County

Big Brothers Big Sisters of Dane County is an Equal Opportunity Employer and is committed to building a diverse and inclusive team. Reasonable accommodations will be provided in accordance with applicable law.

### **How to Apply:**

Submit your resume and cover letter to Ellie Lybeck [elybeck@bbbsmadison.org](mailto:elybeck@bbbsmadison.org)