



## JOB DESCRIPTION

<b>Position Title:</b> MATCH SUPPORT SPECIALIST	<b>Overtime Status:</b> Salary, non-exempt
<b>Department:</b> Program Department	<b>Location:</b> Madison, WI
<b>Reports To:</b> Match Support Manager	<b>Salary Range:</b> \$33,000 to \$35,000

### POSITION PURPOSE

The primary function of this position is to provide match support 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.

Must be a self-starter with strong organizational, communication and customer service skills; have the ability to interact with and relate well to others, and possess the ability to work independently. Must be flexible; have a positive, can-do attitude; and have a strong desire to work in an industry that focuses on helping others. Must understand the value of mentors and be a strong relationship builder.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: match support contact rate, average match length, survey completion rate, quality assessments and match retention rate.

### 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.

Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.

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 satisfying experience for the volunteer. In addition, this position will need to appropriately communicate with matches regarding current events that affect individuals, communities, or groups (such as COVID, racial inequities, etc.)

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 Youth Outcomes Survey, to assess match impact on youth development.

Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure as well as re-match potential. Work with supervisor to review each closing Match for third party review.
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.
Facilitate and lead training sessions for Bigs, Littles, and parents. Staff BBBS program match activities and other agency events as needed.
Consult with other service delivery staff and/or supervisor as appropriate.
To ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
Other duties as assigned

### EDUCATION & RELATED WORK EXPERIENCE

<b>Education Level:</b> <b>(minimum &amp; preferred educational requirements necessary to perform this job successfully)</b>
Minimum Bachelor's degree in social services, human resources or related field required or an Associate's Degree with at least four years of experience.

<b>Years of Related Work Experience :</b> <b>(minimum &amp; preferred related work experience necessary perform this job successfully)</b>
Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics. Experience with youth service organizations and with socio-economically diverse populations preferred. Spanish-speaking is desired but not required. Must have a 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: guiding, supporting, confronting, advising and/or negotiating	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	

<b>TRAVEL REQUIREMENTS (LIST AS A % OF TOTAL WORK TIME)</b>	<b>5%</b>
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### WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

**(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)**

At this time, all BBBS staff are working from home. If/when restrictions lift in Dane County and the office opens to the public, staff will be required to have some office meetings.

Rarely but if necessary, a home visit to a family might be needed and if so, individual must be able to travel to local communities and neighborhoods.

<b>Core Competencies</b>	<b>High Performance Indicators</b>
<b>Customer Focus</b>	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.
<b>Problem Solving &amp; Analysis</b>	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.
<b>Flexibility &amp; Achieving Change</b>	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.
<b>Continuous Improvement &amp; Gets Results</b>	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.
<b>Decisiveness &amp; Judgment</b>	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.
<b>Open Communication</b>	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.
<b>Strategic Alignment</b>	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.
<b>Valuing Diversity</b>	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.

***Equal Employment Opportunity***

BBBSDC provide 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. BBBSDC may change the specific job duties with or without prior notice based on the needs of the organization.

<b>ACKNOWLEDGEMENTS</b>	
<b>Creation Date:</b>	<b>Revision Date: 10/14/2020</b>
<b>Supervisor: I have approved this job description and reviewed with my employee.</b>	
Signature:	Date:
<b>Employee: I have reviewed this job description with my supervisor and acknowledge receipt.</b>	
Signature:	Date:
<b>Human Resources:</b>	

Signature:

Date: