

## JOB DESCRIPTION

<b>Position Title:</b> <b>Bilingual Match Support Specialist</b>	<b>Classification:</b> <b>Hourly</b>	<b>Date last revised:</b> <b>7/29/2022</b>
<b>Department: Match Support</b>	<b>Salary: \$36000+</b>	
<b>Reports to: Program Director</b>	<b>Supervises: N/A</b>	

### Purpose

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.

### Responsibilities

#### Coaching and Support:

- Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction.
- Identify potential problems and barriers are identified, addressed and resolved as early as possible.
- Effectively utilize Youth Outcomes Survey, to assess match impact on youth development.
- Assess and provide information and support needs for each match participant to assure a positive youth development experience for the child and a satisfying experience for the volunteer.
- Appropriately communicate with matches regarding current events that affect individuals, communities, or groups (such as COVID, racial inequities, etc.)
- Conduct exit interviews by phone with all parties at match closure. Assess reasons for match closure as well as re-match potential.
- Promote BBBS events to matches and ensure high degree of turnout.
- Provide comprehensive assessments and match support recommendations for child participation in the program based upon assessments.
- Conduct introductory match meetings between volunteer, child, and parent

#### Program Expectations:

- 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
- 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.
- Maintain exceptional customer service for our partners, volunteers, parents, and children.
- Be an ambassador for BBBSDC by representing the agency in a professional manner, identifying and seizing opportunities to engage volunteers, and furthering the mission of BBBS.
- Assist with other program activities as needed.
- Consult with other service delivery staff and/or supervisor as appropriate.

#### General:

- Attend required meetings and events as scheduled.

- Establish and promote positive communication among all team members of BBBSDC to increase collaboration and reduce inefficiencies.
- Abide by BBBSDC policies and practices.
- Complete other duties as assigned

### **Evaluation of Performance**

Performance will be evaluated based on meeting the requirements of the job description; meeting performance metrics and other quality indicators established for this position; working effectively in a team environment; and demonstrating the values of Big Brothers Big Sisters of Dane County.

### **Experience & Qualifications**

- Must be fluent in Spanish
- 2+ years of experience in related youth serving fields (bachelor's degree preferred but not required).
- Must have strong communication skills.
- Must be able to work proficiently with agency database and relevant software.
- Experience working with diverse populations is preferred.

### **Physical Demands & Work Environment**

- Required to travel approximately 5% of time. May include some travel to attend conferences and meetings, etc. Travel is generally within Dane County.
- Occasional evenings or weekends depending on when outreach events are scheduled.
- Must have reliable transportation, a valid driver's license, and automobile insurance.
- Must pass a criminal background check.