

Job title

Bilingual Match Support Specialist

Company for this job

Big Brothers Big Sisters of Dane County

Number of openings

1

Country and language

United States

English

Location

Madison, WI 53704

Job type

Full-time

Schedule

Monday to Friday (occasional weekend work)

Pay

From \$40,000.00 per year

Benefits

Mileage reimbursement

Paid time off

Retirement plan

Health insurance

Vision insurance

Dental insurance

Flexible schedule

Life insurance

401(k)

401(k) matching

Job description

Bilingual Match Support Specialist

Classification: Hourly

Date last revised: 2/26/2024

Salary: \$40,000+

Reports to: Match Support Manager

How To Apply: Submit a Resume and Cover Letter through Indeed, our website, or LinkedIn

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.

Coaching and Support:

- Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development, and volunteer satisfaction.
- Ensure potential problems and barriers are identified, addressed, and resolved as early as possible.
- Assess and provide information and support needs for each match participant to ensure a positive youth development experience for the child and a satisfying experience for the volunteer.
- Effectively utilize Youth/Child Outcomes Survey and Strength of Relationship Survey, to assess match impact on youth development.
- 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.
- Present volunteer pre-match trainings.
- 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.

Equal Employment Opportunity

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

Customized pre-screening

Application question: Will you be able to reliably commute or relocate to Madison, WI 53704 for this job?

Application question: What is the highest level of education you have completed?

Application question: How many years of youth support experience do you have?

Application question: Do you speak Spanish?

Qualifications

Required: Driver's License

Required: Spanish

Preferred: Experience with children

Preferred: Mentoring

Background Check

Yes, this job requires a background check.