



# JOB DESCRIPTION

<b>Position Title:</b> <b>MATCH SUPPORT SPECIALIST</b>	<b>Job Code:</b> <b>Part-time</b>	<b>Overtime Status:</b> <b>Non-exempt</b>
<b>Department: Program</b>	<b>Location: Remote</b>	
<b>Reports To: Director of Programs</b>	<b>Number of People Supervised: 0</b>	
<b>Schedule:</b> <b>25 hours/week, afternoons and some evenings</b>	<b>Starting Salary:</b> <b>Hourly pay \$15 per hour</b>	

## POSITION PURPOSE

The primary function of this position is to ensure that match support is conducted to ensure child safety, positive impacts for youth, and satisfying relationships between children and volunteers and volunteers/parents with BBBS.

Performance Measures: The successful MSS will produce positive outcomes in the following areas: match closure rates, match retention rates, average match length, support contact done and done on time rates, and customer satisfaction. Other performance measures include quality of work, work habits, and interpersonal skills.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Match Support duties include, but are not limited to:

- 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.
- 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 successful and satisfying experience for the volunteer
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow
- Effectively utilize program data to assess match impact on youth development.
- Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly refer exit interview to supervisor for third party assessment.
- 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

#### Education Level:

Minimum Bachelors degree

#### Years of Related Work Experience :

Experience working with diverse populations, both child and adult.

### SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel.	X	
Excellent relational assessment skills.	X	
Oral and written communication skills reflect solid customer service.	X	
Ability to form appropriate assessment-based relationships;	X	
Ability to relate well in diverse environments;	X	
Ability to maintain confidentiality throughout daily operations;	X	
Ability to effectively collaborate with other staff;	X	
Ability to use time effectively;	X	
Ability to focus on details;	X	
Ability to collect meaningful data and draw solid conclusions.	X	

### TRAVEL REQUIREMENTS

0%

### WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

Remote, independent work environment. Must have reliable access to internet, own a laptop or personal computer and have a reliable phone. Flexible work hours to meet customer needs.

Interested candidates should send a resume and cover letter to Kendra Siebert, Director of Programs at [ksiebert@blueridgebigs.org](mailto:ksiebert@blueridgebigs.org).