



Match Support Specialist

Reports to: Director of Programs

Status: Full-time, Exempt

The Match Support Specialist will provide 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. Will produce positive outcomes in the following areas: average match length, match contact rate, retention rate, closure rate, volunteer rematch rate, customer satisfaction and new volunteer inquiries.

Position Responsibilities

- Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Identify existing and/or potential problems and barriers, address and resolve 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.
- Develop strategic interventions to identify and strengthen match relationships that require extra support.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- 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 Outcome (YOS) and Strength of Match (SOR) surveys, to assess match impact on youth development.
- 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.
- Share with development staff, Director of Programs and CEO potential partnership relationships discovered through volunteer and parent affiliations.
- Maintain high degree of collaboration with other service delivery staff to ensure smooth operations across all agency functions.
- Other duties as assigned.

Position Requirements

- Bachelor's degree in social services, education or related field required.
- Experience in assessment and relationship development with children and adults.
- Customer service experience and knowledge of child development and family dynamics.
- Excellent communication, team building, problem solving and decision making skills.
- Must be available some evenings and weekends to meet scheduling needs of volunteers and families.
- Fluency in Spanish a plus.

To apply

Email resume, cover letter and 3 professional references to Jennifer Mueller at jmueller@bbbsgmv.org.
Position open until filled. No phone calls or walk-ins please.