

**BIG BROTHERS BIG SISTERS OF THE LOWCOUNTRY
MATCH COORDINATOR JOB DESCRIPTION**



GENERAL JOB INFORMATION	
Title:	Match Coordinator I
Reports To (Title):	Program Director
Job Type:	Program
Department:	Program
FLSA Classification:	Exempt
Date Last Reviewed:	6/14/2021
Application Method:	Send resume and cover letter to hr@bbbslowcountry.org
Compensation Range:	\$35,000-\$37,000 dependent on experience

JOB SUMMARY
<p>Big Brothers Big Sisters of the Lowcountry’s Match Coordinator will be an ambitious, driven, dynamic, self-directed, and energetic leader passionate about assisting our region’s youth achieve their full promise and potential through one-to-one mentoring. This leader will exhibit an inclusive, asset-based customer service and growth mindset, deep intellectual curiosity, cultural humility, and the ability to balance both the big picture and technical aspects of the role through innovation and an ongoing commitment to continuous quality improvement.</p> <p>Our next Match Coordinator will be eager to join a fast-paced social change organization dedicated to changing the trajectory for an increasing number of our region’s most vulnerable and HIGH POTENTIAL/PROMISE children. He/she welcomes change; embraces technology, social media, and innovative communications strategies; and motivates and inspires customer-centric relationship management with volunteers, children, and families. Advancing Big Brothers Big Sisters of the Lowcountry’s (BBBSL) mission, the Match Coordinator will work closely with the Program Director to assure the creation and retention of strong, enduring one-to-one mentoring relationships.</p> <p>This professional will be motivated to meet goals and will welcome the opportunity to work in a transparent, data-driven work culture. Working with a team always hungry to serve more children, the s/he will be committed both to growing the number of one-to-one mentoring relationships while also ensuring high safety, cultural competency, quality standards, and child outcomes. Our next Match Coordinator will also exemplify BBBSL’s core values of being fiercely positive and playful with a purpose; being a good steward and innovator for growth; commitment to leveling the playing field (equity); being unfailingly collaborative; dedication to courage, compassion, and connection; and being results-driven.</p>



ESSENTIAL FUNCTIONS

Essential Function 1: Client Enrollment

- Working with parents/guardians, conducts all child and family screenings and assessments with a supportive customer-service approach through personal interviews, home evaluations, and completion of written assessments
- Conducts all volunteer enrollment functions including orientations, interviews, and completion of enrollment processes to determine fit/compatibility and child safety
- Recommends acceptance/rejection of children and volunteers based on SOP and BBBSL guidelines

Essential Function 2: Match Support & Relationship Management

- Completes regular and ongoing relationship management through in-person, telephone, and other electronic communication methods
- Personally builds and maintains relationships to ensure child safety, match development, improvement in youth outcomes, and match satisfaction through innovative and creative communication channels to potentially include video conferencing, etc.
- Works with children, volunteers, and parents/guardians to address goals, needs, and conflict that may arise in the match relationship

Essential Function 3: Training & Stakeholder Development

- Assists in the facilitation and continued quality improvement of onboarding and training curriculums for volunteers and families
- Assesses individual training, information, and support needs for each match participant to ensure a positive experience for all parties
- Develops strategic relationship management and/or training interventions to strengthen match relationships
- Promotes a commitment to diversity, inclusion, and cultural competency training for all relationships.

Essential Function 4: Compliance & Continuous Quality Improvement

- Works with Program Director to ensure programmatic excellence and maximum program impact is achieved through attainment of short- and long-term goals and performance indicators (e.g. children served, retention, demographic diversity, etc.)
- Responds flexibly to changes in workflow and relationship management portfolios to accommodate achievement of short- and long-term goals
- Accurately enters data into the data systems to support relationship management, compliance, and strategic decision making
- Proactively and transparently communicates with Program Director regarding program outcomes to inform short- and long-term decision making

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- Ensures compliance with all BBBSA standards of practice (including program delivery, outcomes assessments, risk management and quality control policies), BBBSL board-approved policies and procedures, grant/gift requirements, and formal partnership agreements
- Works with Program Director to recruit and supervise program interns

Essential Function 5: Ambassador

- Represents BBBSL passionately and professionally among diverse audiences and at key external events
- Positively influences a range of external stakeholders to recruit volunteer mentors, leadership volunteers, charitable contributions, etc.
- Actively engages and communicates through social media platforms, video conferencing, and other technology as required

QUALIFICATIONS

Education

- Bachelor's degree preferred with a degree in a related field preferred, but not required (possible examples: communications, social work, human services, education, social sciences, psychology, sociology, etc.)
- With approval from Big Brothers Big Sisters of America, exceptions will be made for candidates that
 - Are within 6 months of graduation
 - Have an associated degree and four (4) years of relevant experience
 - Have a high school diploma/equivalent and eight (8) years of relevant experience

Experience

- Minimum of one-year post-degree work experience preferred
- Experience in a youth development/service field preferred
- Lived community experience preferred

Skills and Competencies

- Ability to work in a fast-paced performance management culture
- Demonstrated interpersonal skills, cultural competency, and ability to work with diverse stakeholders
- Excellent oral and written communication skills
- Experience working with and openness to embracing new information technology tools
- Ability to anticipate and recognize hurdles/obstacles and to broker collaborative problem-solving and issue resolution
- Embraces change and innovation
- Understanding and value for creating and managing to key performance indicators
- Advanced proficiency with MS Office Suite required

PHYSICAL DEMANDS OF JOB

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- This job requires exerting up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects
- Worker must frequently use typical office equipment (telephone, copier, printer, fax, etc.)
- Worker must have a cell phone with an unlimited data plan for use in the role (will be partially reimbursed with a monthly stipend)
- Worker sits most of the time
- Worker communicates with constituents, clients, and/or partners by phone and in person
- Must be able to navigate locations that are not ADA compliant. Routinely required to travel by car
- Worker must have their own car for use in the role (mileage will be reimbursed at set per mile rate)

WORK ENVIRONMENT

- Primarily works in a climate-controlled office-based setting
- Will work in an office with a trained, hypoallergenic dog
- Must be willing to work with some frequency hours outside normal office hours to ensure BBBSL presence in the community, attend BBBSL and other networking events, meet donors/stakeholders, etc.

Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate. Duties, responsibilities and activities may change at any time with or without notice. Employment with BBBSL is at-will. BBBSL is an equal opportunity employer and does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics.