

BIG BROTHERS BIG SISTERS OF THE LOWCOUNTRY

JOB AD: Volunteer Enrollment Match Coordinator

Big Brothers Big Sister of the Lowcountry (BBBSL) was founded in 2019. Operating as an independent 501(c)(3) with its own local Board of Directors, BBBSL serves Berkeley, Charleston, and Dorchester Counties in South Carolina.

BBBSL believes that inherent in every child is incredible potential. We create and support meaningful matches between adult volunteers (“Bigs”) and children (“Littles”), ages seven (7) through high school graduation throughout our Tri-county region. We develop positive relationships that have a direct and lasting effect on the lives of young people as they strive to do well in school, adopt healthy and avoid risky behavior, build healthy relationships with peers and family, and claim bright futures for themselves.

MISSION

We create and support one-to-one mentoring relationships that ignite the power and promise of youth.

VISION

We believe all youth can achieve their full potential.

WHY SHOULD YOU JOIN OUR TEAM?

As the BBBSL Volunteer Enrollment Match Coordinator you will play a crucial role in facilitating meaningful relationships between “Bigs” and “Littles”, which can positively impact the lives of young people in the community. Your work will help build stronger, more resilient future generations. This position offers the ability to enhance your skills in interviewing, volunteer coordination, communication, problem-solving, and relationship management.

ARE YOU READY TO TAKE ON THIS EXCITING CHALLENGE? IF THIS DESCRIPTION DESCRIBES YOUR INTEREST AND SKILLS, WE ARE LOOKING FOR YOU!

Big Brothers Big Sisters of the Lowcountry’s (BBBSL) Volunteer Enrollment Match Coordinator (VEMC) will be a driven, dynamic, self-directed, and energetic leader enthusiastic about assisting our region’s youth to achieve their full promise and potential through one-to-one mentoring.

Our next VEMC 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. They welcome change; embraces technology, social media, and innovative communications strategies; and motivates and inspires customer-centric relationship management with volunteers, children, and families. Advancing the BBBSL mission, the Match Coordinator will work closely with the Customer Relations Coordinator, the Family Enrollment

Match Coordinator, and the Program Director to assure the creation and retention of strong, enduring one-to-one mentoring relationships with a strong eye to compatibility, cultural humility, and child safety.

The VEMC will be an ambitious goal-oriented employee who exhibits confidence, an inclusive mindset, intellectual curiosity, and cultural humility; welcomes change; embraces technology, social media, and innovative communications strategies; motivates and inspires others to action; and exhibits customer-centric relationship management with volunteers, children, and families. They will exhibit a sense of urgency, detail orientation, ability to generate short and long-range plans, creative problem solving, confidence, a collaborative spirit, and an inspired approach that will influence and motivate stakeholders to take action.

The VEMC will also exemplify BBBSL's core values of being youth-centric; fiercely positive and playful with a purpose; being a good steward and innovator for growth; sharing a commitment to leveling the playing field (equity); being unfailingly collaborative; demonstrating dedication to courage, compassion, and connection; and being results-driven. They will also exemplify our organizational commitment to justice, equity, diversity and inclusion.

ANOTHER REASON WE ARE A GREAT PLACE TO WORK

- \$36,000-\$42,000 dependent on experience
- 70% of employee only PPO coverage to include health, dental, and vision
- Up to 3% company match in Simple IRA program
- Generous vacation, sick, and holiday leave package dependent on experience with credit provided for prior service in human service organizations
- Partial phone reimbursement
- Work-related mileage reimbursement

HERE ARE OUR MUST-HAVES

- Schedules and conducts volunteer orientation calls/sessions
- Schedules and conducts volunteer interviews and completes volunteer assessments
- Reviews volunteer applications
- Ensures accurate client files (application, policies, references, licenses, insurance, etc.) in MatchForce and ensures all "Ready to be Matched" tasks are complete prior to match making
- Working with Family Enrollment Match Coordinator to pair potential matches
- Presents potential matches to mentors and families
- Works with Program Director to set and achieve monthly match goals aligned to annual plans
- Completes all 2-week initial match support contacts and enters notes in MatchForce
- Recommends relationship management and/or training interventions to strengthen match relationships based on volunteer interviews

- 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
- When required, represents BBBSL passionately and professionally among diverse audiences at volunteer recruitment events
- Alternates with other program team members to ensure staff presence at all weekend match activities

EDUCATION

- Bachelor's degree preferred
- 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 six (6) years of relevant experience

EXPERIENCE

- Strong proficiency with MS Office Suite (Outlook, Word, Excel, PowerPoint, Publisher, Teams) and Zoom required
- Experience with constituent relationship management software systems (CRM) strongly preferred
- Minimum of one-year post-degree work experience preferred
- Past work experience in a youth development/service field preferred
- Lived experience consonant with our service population preferred
- Public speaking experience preferred
- Preference for working in a fast-paced, transparent, accountable performance management culture
- Excellent organizational skills and ability to manage multiple assignment while meeting deadlines
- Ability to manage work in a self-directed fashion
- Demonstrated people skills, cultural humility, and ability to collaborate with diverse stakeholders
- High detail orientation
- Excellent oral and written communication skills
- Customer-centric mindset
- Experience working with and openness to learning and embracing new technology
- Ability to anticipate and quickly recognize and address hurdles/obstacles and to broker collaborative problem-solving and issue resolution
- Willingness to embrace change and innovation
- Understanding and value for creating and managing to goals



- Project management mindset
- Willingness to travel throughout Berkeley, Charleston, and Dorchester Counties

If you read this job ad and you feel energized by the mission, vision, and responsibilities of this very critical and exciting role. We can't wait to hear from you! Please email your resume to ssoutherland@innovatehcs.com or use the link to apply. We look forward to connecting with you very soon!