

Position Title: Enrollment & Matching Specialist	Classification: Salary Non-Exempt	Date last revised: 8/8/2022
Department: Enrollment & Matching	Supervises: N/A	
Reports To: Senior Director, Enrollment & Matching and Customer Relations		

Purpose

Purpose of this function: The Enrollment and Matching team engages interested youth, parents/guardians, and volunteers and initiates the enrollment process, while providing an elevated level of customer service. The team assesses youth and volunteers for eligibility and suitability for the program and places them in an appropriate match.

Responsibilities

Enrollment and Matching Responsibilities:

- Assess eligibility, suitability, and coach-ability of all applicants by conducting a thorough interview and screening process;
- Evaluate each applicant's ability to build and sustain a safe and healthy relationship;
- Ensure a client centered approach from inquiry to match support;
- Make matches that are most likely to result in strong and enduring relationships;
- Ensure participant's understanding and buy-in on agency policies and program expectations;
- Begin the process of evaluating impact through collection of baseline data;
- Ensure that appropriate pre-match training is provided to all participants; and
- Effectively communicate with Mentoring Relationship Specialists the training and support needs of incoming matches.

Program Expectations:

- Assess all program applicants through a thorough interview process. Provide a detailed summary of all information learned using professional insight into determining program eligibility.
- Provide recommendations for individual training needs, and for each match participant to ensure a positive experience for the child and successful and satisfying experience for the volunteer.
- Provide accurate documentation is completed in database according to BBBS Standards and Agency policies & procedures.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Work with strategically identified external partners (i.e., Schools, community centers, corporations, etc.) to build relationships for youth referrals and family resources.
- Staff recruitment booths/tables, match activities and agency events.

- Share with development, engagement, partnership and/or marketing staff potential partnership relationships and stories as discovered through match contacts with Big, Little and Parent/Guardian.
- Maintain customer service at levels exceeding expectations of our partners, volunteers, parents, and children.
- Be an ambassador for BBBSCI (Big Brothers Big Sisters of Central Indiana) by representing BBBS in a professional manner, identifying and seizing opportunities to recruit volunteers, and furthering the mission of BBBS.
- Maintain budget documents including invoices and other expenses incurred by department as needed.

General:

- Attend required meetings and events as scheduled.
- Establish and promote positive communication among all team members of BBBSCI to increase collaboration and reduce inefficiencies.
- Always represent BBBSCI in a professional manner, providing courteous service to both internal and external constituents and presenting a positive image of BBBSCI.
- Abide by BBBSCI 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 Central Indiana.

Qualities

To excel in this role, the candidate will bring the following:

- *Strong interpersonal skills:* An ability to work with individuals from all walks of life; develop rapport, create excitement about BBBSCI, while determining program eligibility.
- *Empathetic, Informed, & Culturally Responsive:* An ability to exercise the following skills: Trauma-Informed, Strengths-Based, Positive Youth Development, Cultural Humility, and Commitment to Justice, Equity, Diversity, and Inclusion.
- *Quick Learner & Self-Starter:* A self-motivated, flexible, and hard-working approach.
- *Proactive & Prepared:* Excellent organizational and time-management skills.
- *Adaptable & Attentive:* Ability to handle multiple projects while maintaining an attention to detail.
- *Confident:* Strong decision-making, problem-solving, and communication skills.

A Glimpse into Our Team Culture and Typical Day on the Job

BBBSCI's Enrollment Team is all about engaging with individuals who have an interest in our program. We are a team of 8-10 full-time staff who have worked together for a range of 3 months to 5+ years! We look for folks who will bring something unique into the mix. Our team has evolved and grown over the years, building new and senior staff with a goal of collaboration and constant learning. Whether a member has just started their professional journey or has worked in social work, education, youth recreation, etc. for years, we each have a voice and lived experience to contribute. Your workday is a mixture of working independently, meeting with clientele, and collaborating within our team. We are a

close-knit team with a strong rapport. We love to challenge each other, grow together, and seek opportunities to be the best at what we do!

To meet the needs of our constituents, our schedule asks for 3-4 days each week which work until 7 or 7:30pm. However, that brings a fair amount of flexibility. Do you need to make that dentist appointment at 9am? In most cases, there is no need to take PTO (Paid Time Off) for something unfun, schedule it on a "late night." A late night means you plan to work into the evening, typically to meet with a family. Due to our schedules, many of our team members work longer days M-Th, and a short-day Friday. We also have Paid-Time Off and Holidays to accommodate those other real-life moments. Even with a fun team and some flexible hours, the ultimate reward of the job is working with people from a variety of backgrounds and working to match youth with adult mentors. This team has the privilege of seeing lives change through reciprocal, meaningful, and intentional relationships. We thrive on those moments! We often do not live in a concrete-thinking world. We must embrace the gray and say, *"how can we partner to make this work?"* Problem-solving, coaching, and relationships can be both real and rewarding.

A Day in the Life of an EMS:

Every day at this job is different, but here is what one of your workdays could look like as one of our Enrollment and Matching Specialists. After grabbing a cup of coffee and a snack from the break room or settling into your home office, you will check emails and start conversations with your co-workers about their weekend and what is needed for the workweek ahead. Your schedule will be available to you in advance for the upcoming weeks, allowing you the opportunity to plan your week out.

This morning you have an interview scheduled with a potential volunteer applicant. You locate the applicant in our agency database, reading all notations and information submitted in advance. You then begin to set up to start your interview. Whether meeting virtually or in-person, you conduct a two-hour interview to determine this applicants program eligibility. During the interview, you take notes, ask insightful questions, and provide relevant information about the program. Much of your job here is gathering pertinent information. Following the interview, you take a quick break, and check a few emails.

Next, you sit down to complete all documentation in the agency database, along with your assessment of your morning interview. You will be utilizing your professional judgement to paint a picture and provide a recommendation of program eligibility. Documentation is completed, often circling with your teammates to get their feedback, insight, and thoughts on information gathered. You attend a meeting with a handful of teammates to work towards developing a game plan to meet grant deliverables.

After that, part of your afternoon is spent checking emails and following up on phone calls to wrap-up youth and volunteer applications. You grab a snack and an afternoon coffee prior to preparing for your evening youth interview. You pre-read information obtained in the agency database, making notes, and preparing your interview forms. You meet with the parent/guardian and youth you are enrolling at their home. The meeting lasts approximately two hours as you review the BBBSCI program, program policies and processes, and obtain information that is valuable to determine program eligibility and for matching purposes. Upon completion, you sign off for the evening to relax and unwind.

Experience, education, degrees, and licenses

- Bachelor's degree preferred. Degree or experience in Human Services, Social Services, or related field, or experience in social services, education and/or child development required.
- Participation in continuing education programs as requested.
- Must be able to work proficiently with computers and other office equipment.
- Fluent in Spanish preferred (oral/written).

Physical demands/Work environment

- Required to travel approximately 40% of the time to meet agency needs (often in places of employment or individual homes), attend conferences and meetings, etc. Travel is within Central Indiana.
- Must have reliable transportation. Drivers of privately owned vehicles must have a valid driver's license and meet state required automobile insurance minimums. May be required to transport clients.
- Must be able to pass fingerprinting, background check consisting of National Sex Offender, Criminal History, and driving check.

ACKNOWLEDGEMENTS

Employee: I have reviewed this job description with my supervisor and acknowledge receipt.

Signature: _____

Date: _____

Supervisor: I have reviewed this job description with my employee.

Signature: _____

Date: _____

Human Resources:

Signature: _____ Date: _____