

JOB DESCRIPTION

Position Title: Youth Enrollment Specialist	Classification: Non-Exempt	Date last revised: 4/25/2023
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 a high level of customer service. The team assesses youth and volunteers for eligibility and suitability for the program and places them in an appropriate match.

Purpose of this role: The Youth Enrollment Specialist demonstrates high-level performance within their core function; manages all recruitment and enrollment of youth applicants, provides top-notch customer service and documentation, and assesses youth for eligibility and suitability for the program.

Responsibilities

Youth Engagement Expectations:

- Oversee and manage youth recruitment; develop and manage relationships that will result in youth inquiries, and attend/manage youth recruitment events based on youth recruitment needs;
- Oversee and manage all youth enrollment: provide orientation, maintain documentation and schedule all youth interviews.
- Maintain agency database for all inquiries and enrollment in a timely, consistent, and accurate manner.
- Process all inquiries from initial inquiry to scheduled interview, based on department plan and flow chart.
- Conduct youth intake and initial orientation, including the collection of youth collateral prior to interview, program overview, prequalifying questions, pertinent identifying information, etc.
- Obtain and review any collateral needed prior/post interview to assist with eligibility determination.
- Assist in the ongoing development of the youth enrollment processes
- Ensure high-end customer service is always at the forefront, both internally and externally.

Enrollment Expectations:

- Conduct youth interviews to assess program eligibility based on agency need;
- Assess the eligibility, suitability, and match-ability of all applicants, including their ability to build and sustain a safe and healthy relationship;
- Ensure a client centered approach from inquiry to match support;
- Ensure participant's understanding and buy-in on agency policies and program expectations;
- Effectively communicate with Mentoring Relationship Specialists the training and support needs of incoming matches.
- Place applicants into pending matches; likely to result in strong and enduring relationships.

Program Expectations:

- Assess and provide for individual training needs, information and support needs for each match participant to assure a positive youth and development experience for the child and successful and satisfying experience for the volunteer.
- Ensure 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 BBBS 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.
- Availability and willingness to work regular evenings and weekend hours as needed.

General:

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

Experience, education, degrees, and licenses

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

Physical demands/Work environment

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