

Position Title: Enrollment & Matching Specialist	Classification: Salary Non-Exempt	Date last revised: 4/22/2021
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.

Responsibilities

Enrollment and Matching Responsibilities:

- 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;
- 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 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 (ie. 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 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.
- Represent BBBSCI in a professional manner at all times, 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.

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.
- Bilingual (English/Spanish) preferred, not required.

Physical demands/Work environment

- Required to travel approximately 60% 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 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: _____

The Enrollment and Matching Specialist Role

As an Enrollment and Matching Specialist at BBBBSCI, you'll be starting a professional career in youth development, building skills that will help you flourish in a variety of career paths. You'll learn the necessary skills needed to manage a multiple projects, working directly with our clientele while making new matches that have a direct and lasting effect on the lives of young people.

Our mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. Our vision is that all youth achieve their full potential.

You will be joining the nation's largest donor and volunteer supported mentoring network, that has been serving youth for more than 100 years. We take our job seriously, holding ourselves to a high standard when it comes to professional and prompt client service. Yet, we also enjoy a fun, engaging, and supportive team environment.

Key Responsibilities

- Assess the eligibility, suitability, and match-ability of all applicants
- 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
- Obtain and review collateral pertinent to eligibility
- Make matches that are most likely to result in strong and enduring relationships
- Maintain customer service at levels to exceed expectations of clientele
- Availability and willingness to work regular evenings and weekend hours as needed
- Database management

Desired Skills / Background

- Attention to details
- Strong organizational skills
- Strong interpersonal skills
- Innovative problem solver
- Team player
- Excellent written and verbal communication skills

- Tech savvy or willingness to learn a variety of technology tools
- Bachelor's degree preferred. Degree and/or experience in Human Services, Social Services, or related field, or experience in social services, education and/or child development required.

A Day in the Life of an Enrollment and Matching Specialist

Every day at this job is different, but here's what one of your work days 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's needed for the work-week ahead. Your schedule will be available to you in advance for the upcoming weeks, allowing you 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 through 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 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 (virtually during COVID, at their home outside of COVID). 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.

Sound like a good fit for you? Please check out our website for more information, and to complete an application, please visit - <https://www.bebigforkids.org/about/careers/>