

<b>Position Title: Enrollment &amp; Matching Specialist</b>	<b>Classification: Salary Non-Exempt</b>	<b>Date last revised: 4/22/2021</b>
<b>Department: Enrollment &amp; Matching</b>	<b>Supervises: N/A</b>	
<b>Reports To: Senior Director, Enrollment &amp; Matching and Customer Relations</b>		

**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: \_\_\_\_\_