



Big Brothers Big Sisters of Central California

POSITION TITLE:	Match Support Specialist - Fresno
WORK SCHEDULE:	Daytime, evenings, weekends/ non-exempt
SUPERVISOR:	Director of Operations
SALARY:	\$16/hr \$18/hr with a MS/MA

Qualifications:

Minimum Bachelors degree in social services, counseling or related field preferred. Knowledge of Fresno County and community preferred. Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics. Proficiency in Microsoft Office, including Word, Outlook, and Excel. Must have car, valid driver's license, and meet state required automobile insurance minimums. Bilingual in English and Spanish is preferred.

Position Summary:

This position is responsible for providing match support to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers. The successful incumbent will produce positive outcomes in the following areas: match closure rate, frequency of match closures, average match length, volunteer rematch rate, and customer satisfaction.

Position Responsibilities:

1. Assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed and resolved as early as possible. Match support is provided on a frequency according to BBBS Standards, at a minimum.
2. Assess and provide for individual training needs, information and support needs for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.
3. Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.

4. Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
5. Develop, promote and implement individual and group match activities to support ongoing volunteer involvement with the child and agency affiliation through individualized recognition, annual events, and reengagement strategies.
6. Effectively utilize Performance Outcome Evaluations to assess match impact on youth development.
7. Conduct exit interview by phone or in person with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly, refer exit interview to supervisor for third party assessment.
8. Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
9. Conduct initial match meetings between volunteer, Little, and parent/caregiver.
10. Identify and promote re-engagement of volunteers as Bigs, board members, and donors in other volunteer capacities.
11. Consult with other program staff and/or supervisor as appropriate.
12. To ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to standards, and utilize technology to report, synthesize and analyze data.

Required Skills and Abilities:

Excellent oral and written communication skills reflecting solid customer service both in-person and telephone; relate well in multicultural environments; maintain confidentiality throughout daily operations; ability to: form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction; effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating; effectively collaborate with other volunteer match staff; use time effectively; and focus on details. Ability to collect meaningful data and draw solid conclusions.

Work Environment

Position is based in Fresno. Routine office environment. Flexible work hours to meet needs of agency, with hours likely to be 8:30 AM to 5:30 PM and on part-time weekend as needed. Work is normally performed in a typical interior/office work environment. Some limited physical effort required for special events. No or very limited exposure to physical risk. If home visitation is indicated, must travel to local communities and neighborhoods.