



JOB TITLE:	Spanish Bilingual Match Support Specialist
REPORTS TO:	Program Director
SUPERVISORY RESPONSIBILITY:	None
FLSA STATUS:	Non-Exempt
SALARY:	\$16.25/\$16.75 per hour (firm)
LOCATION:	San Luis Obispo, California (remote/telecommute possible)
START DATE:	ASAP

BIGGER AND BETTER TOGETHER

About Us

For over 25 years, Big Brothers Big Sisters of San Luis Obispo County (SLO Bigs) has served young people on the Central Coast. Our work supports our belief that every child has the ability to succeed and thrive in life. SLO Bigs makes meaningful, monitored matches between volunteers (Bigs) and youth (Littles). Through our commitment to quality and innovation, and the passion we have for our work, we develop and sustain positive, life-changing relationships that have a direct and lasting impact on the lives of our youth and the adults who mentor them.

Our Mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. As noted by our Vision, we are driven by a future in which all youth achieve their full potential.

We want people of all backgrounds to see themselves represented and included in our work, so we actively seek to diversify our team and bring more voices to the table. We know that teams perform at their highest when they feel supported and that they belong. Each of our team members bring unique perspectives and skills and we are committed to building a culture where voices are heard, differences are celebrated, and everyone has the opportunity to do meaningful work. We are bigger and better together!

About the Role

SLO Bigs seeks a Spanish Bilingual Match Support Specialist who will support our community-based program, dedicated to positively impacting youth through high quality, 1-to-1 mentoring. In this role, your coaching and guidance to support and strengthen mentoring relationships between youth and mentors will help empower and inspire youth to reach their full, inherent potential, especially youth who are disproportionately impacted by systemic barriers. Primary responsibilities will include providing support to matches to ensure child safety, positive outcomes for youth, healthy and satisfying relationships between children and volunteers, and a strong sense of affiliation with SLO Bigs.

Our ideal candidate will lead with empathy, thrive in a fast-paced environment, be super-organized, be able to provide a positive customer experience, be able to handle multiple and competing tasks on a daily basis, and have a passion for improving the lives of young people and our underrepresented youth. This

team member will be passionate about and able to engage mentors and community partners from diverse communities. Evening and weekend hours are sometimes required. **People from the communities we serve are especially encouraged to apply.**

Day to day duties:

1. Manage a caseload of volunteers (Bigs) and youth (Littles) who have been paired in a mentoring relationship. Through regular support calls, continually assess the match relationship focusing on: child safety, match relationship development, positive youth development, and volunteer and family satisfaction.
2. Conduct match introductions between the family and Big to help facilitate early relationship development.
3. Identify, address, and resolve existing and/or potential match challenges through regular coaching conversations and in-person meetings.
4. Provide on-going coaching, support, and training to help develop and sustain lasting match relationships that have a positive impact on the youth served.
5. Maintain up-to-date, accurate, and detailed documentation and database records according to Big Brothers Big Sisters standards.
6. Provide program participants with solution-focused strategies, resources, and training that will help to further support match participants.
7. Participate in professional training as provided by the agency and the National office to achieve maximum development of professional skills.
8. Support the Enrollment team, Development team, and Site-Based team as needed. (We work as a team at SLO Bigs. All team members are cross-trained and expected to support each other on a regular basis as needs arise.)
9. Perform other duties as assigned.

Note: Work schedule includes regular evening and some weekend hours to best meet the needs of our families and volunteers.

About You

This job may be for you if you...

- Communicate (verbally & written) in Spanish and English
- Have youth-serving experience, especially working with youth from marginalized communities
- Share a passion for supporting youth through strengths-based strategies
- Understand issues/barriers that impact children and families from underserved populations
- Believe in the power of mentoring relationships
- Celebrate diversity
- Have strong time management and organizational skills with the ability to work independently, as well as with a team
- Are technologically savvy, able to learn new software programs and tools quickly
- Will thrive in a fast-paced environment and effectively manage shifting priorities and responsibilities

- Have exceptional written and verbal communication skills reflecting outstanding customer service, both in-person and by telephone
- Can think critically, effectively provide responsive coaching, and draw solid conclusions based on information provided
- Are comfortable engaging in challenging conversations

Additionally, we'd love...

- Familiarity with Salesforce, Acuity, Zoom, Teams
- Effective group presentation skills
- Consistent desire to seek out new and more effective methods to support programming
- Understanding of/experience with youth mentoring
- Familiarity with positive youth development strategies

Minimum Qualifications

- A) Bachelor's degree, or B) college coursework equivalent of an AA degree (2+ years) in Social Work, Education, or a related field, and 2 years of relevant work experience, or C) high school diploma/GED and 4 years of relevant work experience
- Spanish/English bilingual (verbal and written)
- Proficiency in Microsoft Office, including Word, Outlook, and Excel
- Access to a reliable car, valid driver's license, and meet state required automobile insurance minimums (waived for remote/telecommute hires)
- ***For those wishing to work remotely:***
 - Access to reliable internet
 - Access to reliable cellular phone coverage
 - Ability to work during times that satisfy staff and client needs who are in the CA/Pacific Time Zone
 - Ability to share digital documents
 - Ability to keep a computer & remote connections functional on your own
 - Are comfortable being on camera
 - Can make time and space for private virtual and phone conversations
 - Know how to limit distractions
 - Willingness to travel to San Luis Obispo from time to time if/when needed (at agency's expense)

Additional Information

Benefits: Because we hire the best people and value our staff, Big Brothers Big Sisters of San Luis Obispo County works hard to provide competitive benefits to our team. Our current benefit package includes:

- Training & development programs
- Opportunities for advancement
- Paid vacation, sick leave, and holidays
- Flexible work schedule
- Potential for partial work-from-home hours

To see more of the impact we are making, visit: <http://www.slobigs.org>

Big Brothers Big Sisters of San Luis Obispo County encourages applicants with diverse lived experiences. We celebrate diversity and equal opportunity in a serious way. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our work will be. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. People from the communities we serve are especially encouraged to apply.

How to Apply: If this sounds like the position and organization for you, please submit a cover letter, resume, and 3 references, in a single PDF saved as “[Your Name] – Bilingual Match Support Specialist - [date]” to: laura@slobigs.org with “[Your Name] – Bilingual Match Support Specialist” in the subject line.

No phone calls please. Submissions will be reviewed on a rolling basis. Applicants selected for an interview will be contacted.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. SLO Bigs may change the specific job duties with or without prior notice based on the needs of the organization.