



| Position title | Department | Reports to |
|---|---|---------------------------------|
| Bilingual Community Based Match Support Specialist | Program | Community Based Program Manager |
| Employment status | FLSA status | Effective date |
| <input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time | <input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt | 6-30-2022 |

About Us

Since 1995, Big Brothers Big Sisters of San Luis Obispo County has served young people on the Central Coast with youth mentoring services. Our work supports our belief that every child has the ability to succeed and thrive in life. Big Brothers Big Sisters makes meaningful, monitored mentor 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 truly bigger and better together!

Position Summary

The Community Based Match Support Specialist is responsible for providing case management support to children, families and volunteers, ensuring child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteer mentors, and a strong sense of affiliation between volunteers and Big Brothers Big Sisters of San Luis Obispo County.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

1. Working in collaboration with the Community Based program team to provide case management support to the children, families and volunteers that participate in BBBS SLO's programs.
2. Manage a caseload of volunteers (Bigs), youth (Littles) and Parent/Guardians who have been paired in a mentoring relationship. Through regular support calls and contacts, continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer and family satisfaction.
3. Conduct in-person and virtual match introduction meetings between the family and Big in order to help facilitate early relationship development.
4. Identify, address and resolve existing and/or potential match challenges through regular coaching conversations and in-person meetings.
5. Provide on-going coaching, support and training to help develop and sustain lasting match relationships that have a positive impact on the youth served.
6. Maintain up-to-date, accurate and detailed documentation and (Salesforce) database records according to Big Brothers Big Sisters policies and Standards of Practice.
7. Work schedule includes regular evening and some weekend hours to best meet the needs of our families and volunteers.
8. Provide program participants with solution focused strategies, resources and training that will help to further support match participants and allow the family to thrive.
9. Participate in professional training as provided by the agency and the National office to achieve maximum development of professional skills when required.
10. Supports Site-Based programs launch during times of high impact including the annual school based program enrollment. Works collaboratively with external program partners and all Program Team members to smooth program implementation and delivery.
11. Models and practices 360° customer service with co-workers, volunteers, program participants and the community.
12. Other duties as assigned.

Minimum Qualifications (Knowledge, Skills, and Abilities)

- Bilingual (Spanish) required
- Meticulous attention to detail!

- Hold a four-year degree in Human Services or related field from an accredited university; OR A documented associate degree or two years of higher education experience, from an accredited college or university in a field that is determined by the agency to be appropriate for the position(s) and two years of relevant work experience in related fields, such as social work, counseling, social services, child development, or other related fields as defined by the agency; OR Four years of relevant work experience in related fields, such as social work, counseling, social services, child development, or other related fields as defined by the agency.
- Must have 2-5 years of related work experience preferably in non-profit compliance. Experience in youth development field, a plus.
- Have strong time management and organizational skills with the ability to work independently, as well as with a team.
- Have the ability to 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.
- Have the ability to think critically, and effectively provide responsive coaching, and draw solid conclusions based on information provided.
- Are comfortable engaging in challenging conversations.
- Proficiency in the Microsoft Office suite, Salesforce database management, automated forms and calendaring systems.
- Reliable personal transportation, valid driver's license, and state required automobile insurance minimums.
- Strong interpersonal skills with the ability to effectively partner with diverse populations and geographic areas.
- Sound technical skills, analytical ability, good judgment, and strong operational focus; able to balance quality, and service with operational needs
- Demonstrated ability to think strategically and work collaboratively to inspire, motivate, and focus internal and external team members to the agreed upon goals
- Detail- and results-oriented approaches to personal growth
- Writing, proof-reading and editing skills
- Creativity
- Sense of humor

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Minimal physical requirements to include walking, standing, sitting at work station; normal busy office environment.
- Able to lift and carry up to 25 pounds

- Must be able to work proficiently with computers and other office equipment.
- Must be able to pass a background check consisting of National Sex Offender, Criminal History and driving record check.
- Occasional evenings and weekends may be required.

Equal Employment Opportunity

BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, gender identity or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Hybrid Work Environment

Employees are permitted to work from home (WFH) occasionally or regularly, depending on several factors and the arrangements they've made with their manager. Working from home is a privilege that may be revoked at any time. BBBS SLO may request that an employee be present in the office at any time (regardless of scheduled WFH time) or deny a request to work from home based on business needs, employee performance, or viability of doing the work from home. To be eligible to WFH, an employee must have a track record of reliable work performance, access to reliable internet and a space that is free from excessive noise or distraction.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at will relationship.



Reviewed with employee by:

Signature: _____

Name and title: _____

Date: _____

Received and accepted by:

Signature: _____

Name and title: _____

Date: _____

The company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.