



Position title	Department	Reports to
Bilingual Community Based Enrollment 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 Enrollment Specialist is responsible for providing enrollment 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. The successful incumbent will produce positive outcomes in the following areas: inquiry of new volunteers and families, customer service for waitlist parties, and matching processes including but not limited to application, interview, screening, training and matching of potential volunteers with children and their families.

## 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 enrollment support to the children, families and volunteers that serve BBBS SLO.
2. Meet or exceed annual program goals for the number of community based matches, quality metrics improvements, and standards of excellence to be achieved by the employee and the team.
3. Utilizing meticulous attention to detail, collect all application data, screen applicants, assess the eligibility, suitability, and match-ability of all applicants based upon Big Brothers Big Sisters of America Standards of Practice, including their ability to build and sustain safe and healthy relationships with all match parties;
4. Ensure a client centered approach from inquiry to match support;
5. Applying stringent standards, provide thorough screening for child safety and risk management, policies and procedures throughout all aspects of job function.
6. Make matches that are most likely to result in strong and enduring relationships;
7. Ensure participant's understanding and buy-in on agency policies and program expectations;
8. Begin the process of evaluating impact through collection of baseline data via child, volunteer and family survey collection;
9. Ensure that appropriate pre-match training is provided to all participants; and
10. Effectively communicate with Match Support Specialists the training and support needs of incoming matches.
11. Send acceptance or denial letters to families and volunteers as suitability for the program is determined.
12. Works with local agencies, organizations, and committees to ensure appropriate presence and visibility in the community.

13. 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.
14. Models and practices 360° customer service with co-workers, volunteers, program participants and the community.
15. 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.
- Proficiency in Microsoft Office suite, Salesforce database management, automated forms and calendaring systems or the ability to quickly learn new 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.
- Excellent speaking, presentation, and writing skills
- 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
- Public speaking, presentation and networking abilities
- 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:** \_\_\_\_\_

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