

Position Title: Enrollment & Matching Specialist	Classification: Hourly Non-Exempt 35hrs/wk	Date last revised: 1/20/2022
Department: Program	Geography and Program(s): Site-based programs in Dodge, Jefferson, Rock, and Walworth Counties	
Reports To: Executive Director		

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 initial contact 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:

- Work with strategically identified external partners (ie. Schools, community centers, corporations, etc.) to build relationships for youth referrals and family resources.
- Work throughout the service area(s) to develop partnerships with organizations and agencies with whom we share common purpose to identify and recruit volunteers and other resources for local matches to access.
- 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.
- Staff recruitment booths/tables, match activities and agency events.
- Share with development and 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 BBBSSCW 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 BBBSSCW to increase collaboration and reduce inefficiencies.
- Represent BBBSSCW in a professional manner at all times, providing courteous service to both internal and external constituents and presenting a positive image of BBBSSCW.
- Abide by BBBSSCW 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 South Central Wisconsin.

Experience, education, degrees, and licenses

- Bachelor's degree required. Degree in Human Services, Social Services, or related field, or experience in social services, education and/or child development
- Participation in continuing education programs as requested.
- Must be able to work proficiently with computers and other office equipment.

Physical demands/Work environment

- Required to travel approximately 75% of time to meet agency needs (often in places of employment or individual homes), attend conferences and meetings, etc. Travel is generally within Dodge, Jefferson, Rock, and Walworth Counties.
- 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 a background check consisting of National Sex Offender, Criminal History and driving check.