



## ENROLLMENT + MATCH SUPPORT SPECIALIST: GREATER RICHMOND AND TRI-CITIES

The Enrollment & Match Support Specialist is responsible for youth & volunteer recruitment, enrollment & matching, and ongoing case management for site-based mentoring at Richmond and Hopewell Public Schools and/or for community-based mentoring. All goals and responsibilities of this position are consistent with Board of Directors policies and long-range objectives for the Greater Richmond and Tri-Cities service areas. The duties connected with this position include, but are not limited to:

- Volunteer recruitment & enrollment
- Youth recruitment & enrollment
- Ongoing case management
- Technical and innovative support

### PRIMARY ACTIVITIES:

- Recruit volunteers & youth
  - Support team recruitment efforts and participate in recruitment campaigns
  - Maintain relationships with school and partner contacts to ensure adherence to MOU and support child referral efforts
- Enroll volunteers & youth
  - Lead program orientations and child safety education
  - Complete all enrollment components, including but not limited to: interviews, background checks and reference checks, home assessments as applicable.
  - Assess participant fit to BBBS based on Policies & Procedures, BBBSA Standards of Practice and professional judgment.
- Match volunteers & youth
  - Make informed recommendations for matching and facilitate match introductions – in person, in schools or virtually as needed.
- Conduct ongoing match support using agency-wide Customer Relationship Management tool, Matchforce
  - Ensure consistent communication with all match parties (youth, parents, and volunteers) as required per BBBSA Standards of Practice
  - Exhibit excellent case management skills in documenting all match interactions
  - Anticipate problems and provide culturally sensitive recommendations for match relationship development
  - Conduct surveys with all match participants per BBBSA Standards of Practice, analyze results to make appropriate recommendations to maximize match relationship
  - Meet or exceed metrics for match development – match length, retention, match support complete

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- Lead high school pilot program in partnership with community organizations and facilitate 2 program meetings per month during the school year.
- Co-facilitate virtual monthly meetings of agency's Youth Advisory Council.

## JOB COMPETENCIES:

Successful performance in this position requires an individual with the following demonstrated skills:

- Goal driven – Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results. Persist in the face of repeated challenges. Accept responsibility for improving quality, efficiency, and outcomes of own work.
- Customer focused – Able to build strong working relationships with internal and external customers. Independently anticipate and personalize communication/approach to fit different perspectives, backgrounds, and experiences. Use customer feedback to improve own work results.
- Problem Solver & Analytical – Able to gather appropriate data and diagnose a situation before acting. Separate causes from symptoms. Identify unique solutions to unique challenges. Demonstrate innovative and critical thinking.
- Decisive – Able to demonstrate good and ethical judgement in routine, day-to-day decisions independently. Consider impact of various options when making decisions.
- Strategic – Able to manage time effectively when prioritizing different aspects of the work. Demonstrate flexibility, organization, timeliness, and sense of urgency when meeting personal and agency goals.
- Adaptable – Thrives in changing environment. Willing to learn new skills and platforms.

## REQUIREMENTS:

- Excellent computer skills (Salesforce experience a plus)
- Ability to handle confidential conversation, correspondence & records
- Excellent oral and written communication skills
- Availability to attend occasional functions outside of normal operating hours to accommodate family and volunteer availability
- Transportation within Greater Richmond and Tri-Cities service area (mileage to be reimbursed)
- Bachelor's degree (preferred) or one of the following combinations in addition to a high school diploma/GED:
  - Within 6 months of Bachelor's degree completion
  - Associate degree (or 2 years of higher education) and 2 years of relevant work experience
  - 4 years of relevant work experience

Hybrid position with required in-person meetings around Greater Richmond. Full time position with benefits:

- Hiring range: \$40,000 to \$45,000 annually
- 37.5 hours per week
- 2 weeks vacation
- 1 week sick leave
- 4 weeks parental leave (after 12 months of employment)
- 14 paid holidays

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Commented [MH1]: updated

Commented [EM2]: Consider removing CIS and JA since it could evolve down the road. Maybe just "in partnership with other community organizations".

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- Paid leave between Christmas and New Year
- Health, dental, vision, life and long-term disability insurance
- 403(b) plan with company match

**To apply:** Please email resume & cover letter to Maggie Hancock, Director of Programs, at [mhancock@bigbrobigsis.com](mailto:mhancock@bigbrobigsis.com) with subject line "Enrollment and Match Support Application" by Monday, January 6, 2025. No phone calls.

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