



**Big Brothers Big Sisters
of St. Lucie, Indian River & Okeechobee Counties, Inc.**

JOB DESCRIPTION

Position Title: The BIG Mission: Mission Support Specialist LEAD CASE MANAGER who performs enrollment and MATCH SPECIALIST providing match support VETERAN / LAW ENFORCEMENT / FIRST RESPONDER liaison	Job Code: Impact 100	Overtime Status: Exempt
Department: Program	Location: Indian River County	
Reports To: COO / CEO	Number of People Supervised: 0	

ORGANIZATION MISSION: Create and support one-to-one mentoring relationships that ignite the power and promise of youth

Essential to the BBBS brand, the functions of this position serve as a resource to other case managers within the program, provide file review prior to matching, conduct monthly one-on-one meetings to review progress, design and implement mentor monthly activities, compile program data and submit monthly and quarterly reports, ensure that volunteers and children are appropriately enrolled and matched while executing a high degree of independent judgment when utilizing BBBS standards and practices. A high-level customer service, focusing on volunteer options and child safety is to be demonstrated throughout the volunteer and child enrollment and matching process. The Mission Support Specialist will serve as a community liaison to existing Veteran, Law Enforcement and First Responder organizations.

Performance Measures: The successful incumbent will produce positive outcomes in the following areas: volunteer recruitment, retention and processing time; youth yield; youth/parent processing time, customer satisfaction, match closure rate, match retention rate, average match length, volunteer rematch rate, and constituent satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Assess volunteer "fit" to BBBS. Conduct volunteer enrollments, including: individual orientations, interviews, and completion of any other enrollment processes according to agency standards including Level 2 background screening. Assess the necessity of home visits and complete as necessary.

Conduct client enrollments including parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.

Ensure a high-level of proficiency and skill in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families.

Review and follow-up on references as necessary to gain additional data to complete the assessment process.

Conduct volunteer and client reassessments/updates as indicated.

Identify and eliminate any barriers interfering with the completion of the enrollment process.

Provide comprehensive assessments and match support recommendations for volunteer and child participation in the program based upon assessments of each individual volunteer. Maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
High degree of collaboration with other service delivery staff to ensure smooth transition among functions.
Determine matches and facilitate match meetings. Accommodate volunteer and family schedules.
Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed and resolved as early as possible. Match support is provided on a frequency according to BBBS Standards, at a minimum.
Assess and provide for individual training needs, information and support needs for each match participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.
Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
Develop, promote and implement individual and group match activities to support ongoing volunteer involvement with the child and agency affiliation through individualized recognition, annual events, and reengagement strategies.
Conduct exit interview by phone with all parties at match closure. Assess reasons for match closure and re-match potential. When match terminates pre-maturely or unexpectedly refer exit interview to supervisor for third party assessment.
Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
Identify and promote re-engagement of volunteers as Bigs, board members, and donors in other volunteer capacities.
Consult with other service delivery staff and/or supervisor as appropriate.
To ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
Other duties as assigned
Review all enrollment information and assessments and make recommendations for participation in the program based on this information. Assess and apply factors contributing to successful match. Effectively align volunteer interests and qualifications with service options of agency. Consult with other service delivery staff and/or supervisor as appropriate.

EDUCATION& RELATED WORK EXPERIENCE
Education Level: (minimum & preferred educational requirements necessary to perform this job successfully)
Minimum: Bachelor's degree
Preferred: Honorably Discharged United States Military Veteran verifiable via DD 214
Experience working with both child and adult populations; specific assessment, intake or interview experience preferred. Must have car, valid driver's license, and meet state required automobile insurance minimums.

SKILLS AND KNOWLEDGE	Required	Preferred
Proficiency in Microsoft Office; including Word and Excel.	X	
Excellent relational assessment skill.	X	
Oral and written communication skills reflect solid customer service.	X	
High-level interviewing skills.	X	
Ability to form appropriate assessment-based relationships;	X	
Ability to relate well in multicultural environments;	X	
Ability to maintain confidentiality throughout daily operations;	X	
Ability to effectively collaborate;	X	
Ability to use time effectively;	X	
Ability to focus on details;	X	
Ability to collect meaningful data and draw solid conclusions.	X	

TRAVEL REQUIREMENTS	40% of total work time / primarily local
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<p>WORK ENVIRONMENT/PHYSICAL REQUIREMENTS (Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)</p> <p>Routine office environment. Flexible work hours to meet customer needs. When home visits are indicated, must travel to local communities and neighborhoods.</p> <p>Light Work - Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly (Constantly: activity or condition exists 2/3 or more of the time) to move objects. Physical demand requirements are in excess of those for Sedentary Work.</p> <p>INTERDEPARTMENTAL COLLABORATION</p> <p>The Mission Support Specialist will work in collaboration with members of the Marketing and Development Team to identify, design and distribute materials that support the overall agency and program mission.</p> <p>The Mission Support Specialist will work directly with CEO in identify opportunities for community-wide collaboration with agencies and organizations that support Veterans, Law Enforcement and First Responders.</p>
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BIG MISSION DESCRIPTION:

The Big Mission will expand current Big Brothers Big Sisters mentoring service reach by recruiting and matching Veterans, Law Enforcement and First Responders to mentor children living in situation that are less than ideal for future success. The platform of weekly site-based one-to-one mentoring will build resiliency, social skills, literacy skills and confidence with pairing those who have experience assets of serving country and community. The mentoring relationships have the goal of improving the lives of children by having a dedicated mentor.

The inaugural position is supported by the generous members of Indian River Impact 100.



CORE COMPETENCIES	HIGH PERFORMANCE INDICATORS
Resilience & Flexibility	Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.
Communication - Verbal and Written	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others; translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
Decisiveness & Judgment	Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider impact of various options when making decisions; use good judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation; use an awareness of formal and informal decision-making channels to achieve desired results.
Gets Results	Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.
Customer Focus	Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.
Problem Solving & Analysis	Able to gather appropriate data and diagnose a situation before taking action; separate causes from symptoms; apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.

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, 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.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date: Revision April 2020	Date:
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
CEO:	
Signature:	Date: