

Match Support Specialist

Job Location
Newton, KS
Position Type
Full Time
Education Level
4 Year Degree
Salary Range
\$37,000.00 - \$39,000.00 Salary/year
Job Category
Nonprofit - Social Services

Description

SUMMARY

Within our results-only work culture that's rooted in mission & service, the main role of a Match Support Specialist (MSS) is to build a relationship with the Big, Little and parent/guardian to ensure the best quality support for all matches; this is done by providing coaching, encouragement, and advice to matches via phone, email, and/ or in person. Relationship building is at the heart of a the MSS role. MSS staff must routinely exercise discretion and independent judgement regarding complex case management assessments where outcomes can directly impact the health, safety, and well-being of a child. Each MSS must work closely with their team and supervisor to forge relationships collectively and individually with program participants in ways that provide the best services to youth in our programs and meet both individual and team goals.

ABOUT THIS POSITION

Job Title: Match Support Specialist

Location: Newton, KS – Harvey Co residence preferred

Minimum Education Requirement: Bachelor's degree

Starting Salary: \$37,000 - \$39,000 DOQ

CORE RESPONSIBILITIES

All KSBBBS staff members have the following core responsibilities:

- Never hide your brilliant ideas
- Foster teamwork at every opportunity
- Lead with the why
- Join discussions
- Get caught trying
- Seek solutions through your team
- Be candid—direct is kind

ESSENTIAL POSITION RESPONSIBILITIES

- Conduct match meetings, contacts, supervision, & closures within the organizational guidelines
- Continually assess the match relationship, focusing on match relationship development, child safety, privacy, positive youth development, and volunteer satisfaction. Identifying, addressing, and resolving real and/or potential problems and barriers as early as possible
- Provide weekly and monthly reports to the Supervisor/Manager/Director. Maintain organized and well-documented match files in the agency database
- Participate in For Kids' Sake, group activities, Big for a Day events, recruitment, and other activities important to the advancement of the agency's mission
- Represent KSBBBS at various meetings, conferences, events, and other functions as necessary to fulfilling the goals of the program
- Make timely referrals to appropriate agencies when problems are encountered

- Conduct home visits and face-to-face interviews with youth & parents/guardians
- Complete needs assessments and intakes on Little Brother/Little Sister applicants
- Process children screening, including parent permission forms and interviews

- Interview applicants desiring to be a Bigs; select and match suitable candidates
- Conduct volunteer screening including background checks & reference calls
- Conduct home visits and face-to-face interviews with the potential Bigs
- Compile interview information in preparation for evaluation and recommendations
- Conduct file showings & make collateral contacts as required

QUALIFICATIONS

- Bachelor's degree required
- Valid Driver's License required
- Exceptional interpersonal relations
- Previous customer service experience preferred
- Previous work with populations facing adversity a plus
- Knowledgeable in Microsoft Office and database programs/Salesforce preferred
- Strong verbal and written skills
- Excellent time management, organizational, and multi-tasking skills
- Fluency in Spanish a plus & incentivized
- Must have a valid driver's license and auto insurance with employee's name listed as a vehicle operator

SKILLS AND ABILITIES

- Patience with a confident and calming presence
- The ability to forge trusted and genuine relationships with adults of all backgrounds and ages
- Attentiveness
- Clear communication skills
- Ability to “read” applicants beyond the spoken word
- Ability to handle stressful situations
- Ability to follow-through and follow-up in a timely manner
- Goal oriented with a desire to achieve and grow professionally

COMPETENCIES

- Is receptive to direction, feedback, and guidance
- Shares own needs, wants, and perspectives in a positive way
- Appreciates and values individual differences
- Shows engaged and active listening so that others feel heard and understood.
- Seeks collaboration by encouraging others’ ideas and input
- Takes initiative to find out what is expected and receive feedback
- Delegates appropriately and lets people do their work
- Uses personal mistakes as opportunities to learn and grow
- Flexible problem-solver and adapts approach to be most effective
- Follows and encourages others to follow policies, procedures, and behavior norms
- Follows through with goals and commitments
- Focuses on own job responsibilities instead of what others are or are not doing
- Maintains healthy boundaries and does not participate in negative talk
- Is willing to cross-train and cover for others as needed

WORK ENVIRONMENT

The environmental conditions described are representative of those that must be met by an employee to successfully perform the functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Results-only work environment with work quantified by goal documentation
- Routine and flexible office environment with the ability to work away from the office and beyond regular work schedules when needed to complete the work
- Moderate independent travel