



JOB DESCRIPTION

Position Title: PROGRAM SUPPORT SPECIALIST	Job \$: Min. \$15/hour	Non-exempt; Year-round
Department: SMART Program (Students & Mentors Achieving Results Together)	Location: Adams County	
Reports To: Executive Director	Number of People Supervised: 0	

POSITION PURPOSE
<p>Essential to the BBBS brand, the primary function of this position is to ensure that volunteers and children are appropriately enrolled, matched and supported to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of the volunteers.</p> <p>Performance Measures: The successful incumbent will produce positive outcomes in the following areas: youth/parent processing time, customer satisfaction, match closure rate, volunteer retention, and average match length.</p>

ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)
Assess volunteer "fit" to BBBS. Conduct volunteer enrollments including: orientations and trainings, interviews, and completion of any other enrollment processes. Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Match support is provided on a frequency according to BBBS Standards, at a minimum.
Conduct client enrollments including parent/child interviews, child safety education and enrollment processes. Provide training, information, and support to each match to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.
Ensure a high-level of proficiency and skill in applying child safety and risk management knowledge, policies and procedures. 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. Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow.
Supervise sanctioned matches in order to monitor and support the established one-to-one relationships.
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. Consult with other service delivery staff and/or supervisor as appropriate.
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.



Identify and promote re-engagement of volunteers as Bigs, and donors in other volunteer capacities.
Keep the ED fully informed of SMART Program activities, needs and problems. Make recommendations for program improvements and perform duties as directed.
Assist in determining matches and facilitate match meetings at schools.
Other duties as assigned

EDUCATION & RELATED WORK EXPERIENCE
Education Level: Bachelor's Degree required

Years of Related Work Experience :
Previous experience with children, Health Services Agency, or teaching preferred. Computer experience required.

SKILLS AND KNOWLEDGE		
	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, 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 with other volunteer match staff;	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 (LIST AS A % OF TOTAL WORK TIME)	0%
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WORK ENVIRONMENT/PHYSICAL REQUIREMENTS
(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)
Working at assigned elementary school. Position requires flexible work hours to meet program needs. Estimated 4-5 hours per week per program site when school is in session. Approximately 3 sites per staff person.
Must be able to lift 40 pounds.
Must have reliable transportation. With \$100,00/\$300,000 liability insurance for vehicle.





Equal Employment Opportunity

BBBSA 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. BBBSA may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date: 7/1/14	Revision Date: 5/28/20
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: