



Big Brothers Big Sisters
of the Greater Twin Cities

Match Support Coordinator Bilingual Spanish

Big Brothers Big Sisters of the Greater Twin Cities (BBBS) is seeking qualified candidates for the position of Match Support Coordinator. This is a full-time position with occasional evening and weekend hours required.

Benefits include medical and dental insurance, paid time off, 12 paid holidays and a 403(b) retirement savings plan.

Position Summary:

The purpose of this position is to provide high-quality support, coaching and supervision to match participants - volunteers, youth and parents; ensuring child safety, positive impacts for youth, long-term, enriching friendships between youth and volunteers, and a strong sense of client affiliation with Big Brothers Big Sisters (BBBS). Candidates must be fluent in verbal and written Spanish and English.

Essential Job Functions:

Provide customized support and case management to volunteers, youth and parents.

- Complete assigned monthly and quarterly support contacts (primarily over the telephone and occasionally in-person) with participants, including volunteers, youth and parents in both Spanish and English.
- Administer surveys to youth and volunteers to assess relationship and youth outcomes.
- Assist with agency efforts in community outreach initiatives.
- Establish rapport with match participants by identifying and assessing participant needs, and listening to feedback.
- Properly document match progress notes in agency database.
- Monitor child safety and youth/relationship development.
- Provide assistance with problem solving match concerns and issues as appropriate.
- Create, coordinate and facilitate a variety of programs, activities, trainings and events for match participants.
- Connect participants with other staff, community resources, training opportunities, and referrals as appropriate.
- Inform matches of upcoming events and activities through e-mail and regular monthly or quarterly phone contact.
- Provide translation and interpretation as needed

Create a positive public awareness of BBBS and represent the agency as the mentoring program of choice to the community.

- Maintain knowledge of community needs, resources, and networks.
- Establish connections and develop professional relationships with other organizations to provide a high quality of service to families and volunteers. This includes service on external community committees and work groups.
- Communicate in a professional manner with external constituents. This includes writing letters, reports and giving occasional presentations.

Contribute to the overall success of the agency in order to achieve the BBBS mission.

- Work collaboratively to achieve results as specified in the annual business plan.
- Promote teamwork by overseeing and participating in various teams including work groups and interdepartmental meetings.
- Develop and maintain sensitivity to employee diversity, and demonstrate cultural competence in the workplace and in the services provided by the agency.
- Demonstrate respectful treatment of other employees, program participants and all stakeholders.
- Positively represent BBBS in the larger community.
- Build community support for the organization by helping to recruit volunteers and to raise money.
- Support the Development Department in fundraising efforts as needed.
- Assist with other program functions and tasks as assigned.

Qualifications:

Minimum Education and Experience:

Baccalaureate degree in social services or related field and experience working with youth and families.

Candidates must be fluent in verbal and written Spanish and English.

Knowledge, Skills and Abilities:

- Knowledge of youth development.
- Knowledge of community resources.
- Knowledge of confidentiality and mandated reporting guidelines.
- Skill in communicating effectively with adults and children.
- Strong writing skills and the ability to communicate professionally with external constituents.
- Skill in working with diverse populations.

- Ability to work proactively to solve problems and resolve conflicts with volunteers, youth and parents.
- Ability to manage projects.
- Ability to work independently to meet job expectations.
- Ability to work a flexible schedule including some evenings and weekends.

Physical Aspects of the Job:

This position requires regular use of the computer, the electronic mail system and the telephone. The incumbent must be able to effectively and efficiently respond to callers on a daily basis, and to travel within the service area.

Additional Information: BBBS is an Equal Opportunity Employer.

Send resume and cover letter to:

Jessica Wallace - Director of Human Resources at careers@bigstwincities.org.

Please include the name of the job or jobs to which you are applying in the subject line of your email.