



**Big Brothers Big Sisters**  
of the Greater Twin Cities

## Job Description

### Position: Enrollment & Match Coordinator

#### Organization Description

As the largest and oldest mentoring agency in the region, Big Brothers Big Sisters of the Greater Twin Cities (BBBS) has a strong foundation that makes it possible for us to get kids on the right path to success. We work hard to build and sustain relationships with individuals in our community to mentor children and youth to becoming their true self. We have been matching and mentoring the Twin Cities kids since 1920. We serve over 2,000+ young people every year and have over 60 staff.

BBBS's mission is to provide children facing adversity with strong and enduring, professionally supported 1-to-1 relationships that change their lives for the better, forever. BBBS accomplishes its mission by:

- Providing deep and intentional partnerships with our youth
- Building and sustaining deep relationships with our Mentors
- Building a strong organizational foundation
- Creating a workplace culture that represents who we serve
- Transforming our community to understand the importance of our youth

BBBS's vision is that all children achieve success in life.

<b>Supervisor:</b> Manager of Enrollment & Matching Team	<b>Salary Range:</b> \$37,000 - \$40,000
<b>Position Title:</b> Enrollment & Match Coordinator	<b>Department:</b> Enrollment and Matching
<b>Job Type:</b> Full-time, Exempt	<b>Location:</b> Twin Cities, MN
<b>Hours/Days:</b> Monday-Friday, 40 hours a week –and occasional weekends, typical hours 10am – 7pm	<b>Closing Date:</b> Open until filled

#### Primary Function of the Position

The purpose of this position is to interview and assess volunteers and children for eligibility into the program; uphold documentation and data management standards as they relate to the enrollment process; ensure child safety standards are upheld; and make quality matches between adults and children.

#### Position Specifics

Make quality matches between adults and children to achieve the Big Brothers Big Sisters (BBBS) mission

- Interview and assess volunteers and children/families for appropriateness for the program.
- Collaborate with and support other teams to achieve organizational goals.
- Accept, reject or refer volunteers and children as necessary
- Provide match proposals based on the interviews and assessments of volunteers and children
- Coordinate and facilitate match meetings.
- Complete all necessary database entries according to agency standards, including volunteer and child summaries
- Work as a team to effectively and efficiently make matches by sharing files and resources.

Provide orientation to potential volunteers and parents/guardian

- Provide one-on-one orientation and training to volunteers not able to attend group sessions
- Ensure all parents/guardians receive in-depth orientation of our program

Maintain a positive image of BBBS in the community and promote agency as the mentoring program of choice



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- Maintain knowledge of community resources to make appropriate referrals to clients not accepted in our program
- Assist with child recruitment, as needed, to meet agency's match goals
- Assist in establishing relationships in the community to provide high quality services to our families and volunteers.

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

- Participate in the development and implementation of the annual business plan.
- Promote teamwork by participating in various teams including work groups and interdepartmental meetings.
- Represent BBBS in the larger community.
- Support development in fundraising efforts as requested.
- Assist with other functions as needed.

#### Other Duties

- Work as part of team to foster top quality experiences for adult volunteers and children, which results in improved services to children.
- Contribute to the overall success of the organization by working together to achieve the mission. 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. Build community support for the organization by helping to recruit volunteers and to raise money.

#### Education, Requirements, Experiences

Baccalaureate degree in a social service or related field and three years of experience working with children and families, or a combination of equivalent experience and training.

#### 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.

#### Knowledge, Skills and Abilities

- Knowledge and understanding of youth development and family dynamics to assess appropriateness of youth and volunteers for program eligibility.
- Knowledge of and ability to apply commonly accepted rules of grammar, spelling, and punctuation in written communications to develop team reports and summaries.
- Knowledge of confidentiality and mandated reporting issues to ensure agency policies are enforced.
- Skill in interviewing and assessing appropriateness of volunteers and children for participation in program.
- Ability to communicate effectively and persuasively in oral and written communication on an interpersonal or group level.
- Skill in assessing compatibility between volunteers and children to make appropriate matches as required for monthly team goals.
- Ability to communicate Big Brothers Big Sisters mission to children and volunteers so they understand and accept the mission.



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- Ability to work within a diverse team of individuals.
- Ability to maintain a flexible schedule, including evening and weekend hours, to accommodate the schedule of volunteers and families.
- Ability to do extensive travel within the assigned service area. No overnight travel required. Must possess a valid driver's license and provide a reliable means of transportation for the performance of work responsibilities.