



**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 path to success. We work hard to build and sustain relationships with individuals in our community to mentor children and youth to become their true selves. We have been matching the Twin Cities kids with mentors since 1920. We serve over 2,000 young people every year with a staff of 60.

BBBS’s mission is to provide children facing adversity with strong and enduring, professionally-supported 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>Position Title:</b> Match Engagement Coordinator	<b>Salary Range:</b> \$36,000 - \$41,000
<b>Supervisor:</b> Manager of Match Engagement	<b>Department:</b> Enrollment & Matching Team
<b>Job Type:</b> Full-time, Exempt	<b>Location:</b> Twin Cities, MN
<b>Hours/Days:</b> Monday-Friday, 40+ hours a week – including evenings, and weekends when necessary. (Most work falls roughly during the hours of 10am-7pm)	<b>Closing Date:</b> Open until filled

**Primary Function of the Position**

The primary purpose of this position is to provide high-quality support, coaching and supervision to match participants (volunteers, youth and parents/guardians) while ensuring child safety, positive impact for youth, long-term, enriching friendships, and a strong sense of participant affiliation with BBBS.

**Position Specifics**

- 1. Provide customized support and case management to volunteers, youth and parents/guardians**
  - Coordinate & facilitate match introductions in family’s homes and/or community locations
  - Plan and facilitate a variety of programs, activities, trainings and events for match participants
  - Complete assigned monthly and quarterly support contacts (over the phone, email, and in-person) with participants
  - Continually assess match relationships, focusing on: child safety, match relationship development, positive youth development, family engagement, and volunteer satisfaction
  - Apply strategic interventions to address and resolve any conflict and barriers once identified
  - Assess participant needs and provide information, resources, and a high level of support
  - Properly document match progress notes in agency database. Maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data
  - Connect participants with other staff, community resources, training opportunities, and referrals, as appropriate
  - Administer surveys to youth and volunteers to assess relationship and youth outcomes
  - Support additional projects, as determined, in collaboration with supervisor

**2. Create a positive public awareness of BBBS and represent the agency as a high-quality mentoring program of choice to the community.**

- Maintain knowledge of community needs, resources, and networks
- Communicate in a professional manner with external constituents
- 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
- Positively represent BBBS in the larger community
- Support the Advancement Department in recruitment, fundraising, and communication efforts as needed
- Contribute to the overall success of the agency in order to achieve the BBBS mission
- Assist with other program functions and tasks as assigned

**Education and Experience**

- Bachelor's degree in social services or related field. *Exceptions:*
  - *Within 6 months of completing bachelor's degree*
  - *AA degree and 4 years relevant work experience*
  - *No degree, 8 years of relevant work experience*
- Assessment, case management and/or relationship development experience with child and adult populations (and preferably with volunteers as well)
- Comfortable and experienced with facilitation of groups and youth programming
- Knowledge of community resources and programs
- Experience with handling confidential and sensitive information
- Knowledge of mandated reporting guidelines
- Ability to work both in a team and independently, to exercise good judgment, make sound decisions & problem solve
- Ability to communicate professionally with internal and external constituents
- Ability to manage multiple projects and priorities
- A strong commitment to quality and results
- Must be able to travel frequently out in the community
- Must have reliable transportation; and/or valid drivers' license and current auto insurance that meets minimum requirement
- Must be available to work nights and weekends; willingness to schedule around participant availability

**To Apply:**

If interested, please submit an application through Paycom, including a resume and a brief cover letter. You will be required to create an account with Paycom, or log in to a previously created account.

Please copy & paste the link below into your web browser to apply:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=26548&clientkey=F9F232642ED59BB5E044E43C40BC5273>

**Equal Opportunity Employer**