



<b>POSITION TITLE:</b>	Match Support Specialist
<b>WORK SCHEDULE:</b>	Daytime, evenings, and some weekends
<b>COUNTY:</b>	Tulare County
<b>OFFICE LOCATION:</b>	Visalia, CA
<b>SUPERVISOR:</b>	Program Manager / Program Director
<b>SALARY:</b>	\$19.00/ hourly
<b>TYPE:</b>	Regular, full-time

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### **Agency Overview:**

For more than 50 years, Big Brothers Big Sisters (BBBS) of Central California has operated under the belief that inherent in every child is the ability to succeed and thrive in life. BBBS makes meaningful, professionally supported matches between volunteers (Bigs) and youth (Littles), ages 6 through 18. We develop positive relationships that have a direct and lasting effect on the lives of young people.

### **Program Overview:**

This position works with our Community Based Mentoring (CBM) Program. CBM is the original mentoring program and is the most flexible. Our adult volunteers work with youth in their local community by spending time one-to-one in a professionally supported mentoring relationship called a match. Volunteers are called "Bigs" and the youth enrolled are called "Littles." In their match, they build a friendship through outings in their community and spend 2-4 times a month on these outings.

### **Qualifications:**

Minimum Bachelor's degree from an accredited institution in social services or related field preferred. Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics of diverse populations. Knowledge of county/community for which the applicant is applying for. Proficiency in Microsoft Office, Outlook, and Excel. Must have a vehicle, valid driver's license and meet state required automobile insurance minimums. Experience working with a database is a plus. Bilingual in English and Spanish preferred.

### **Position Summary:**

This position is responsible for providing support to Community Based matches to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliations with BBBS. The successful incumbent will produce positive outcomes in the following areas: Match closure rates, frequency of match closures, average match length, and customer satisfaction. Will also be responsible for recruitment of volunteers and/or children, community outreach, and assisting in activities for clients. Will assess and provide individual training needs, information, and support needs for each match participant to assure a positive youth development experience for the child and satisfying experience for the volunteer. Address potential problems and barriers that are identified, think critically to resolve them. Match support contact calls are provided on a frequency (monthly, quarterly) according to BBBS Standards, at a minimum. Develop, promote, and implement individual and group match activities to support ongoing volunteer involvement with the

child and agency affiliation through individualized recognition, annual events, and reengagement strategies. Develop strategic interventions to identify and strengthen match relationships that require extra support to continue to grow. Conduct exit interview by phone or in person with all parties at match closure. Assess reasons for match closure and potential re-match.

**Required Skills and Abilities:**

- Excellent oral and written communication skills reflecting solid customer service both in-person and telephone as well as engage in public speaking.
- Relate well in multicultural environments and in working with diverse populations.
- Maintain confidentiality throughout daily operations.
- Ability to form and sustain appropriate child and volunteer-based relationships based on positive youth development and volunteer satisfaction
- Effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating
- Effectively collaborate with agency program staff and community partners
- Ability to use time effectively and work independently as well as in a team.
- Ability to adapt and work in a fast past environment and focus on detail.
- Ability to collect meaningful data and draw solid conclusions.

**Work Environment:**

Routine office environment. Flexible working hours to meet the needs of the agency, with hours likely to be between 8 AM to 7 PM and some weekends. Work is normally performed in a typical interior/ office, fast-paced work environment. Must be able to lift 50 lbs. If home visitation is indicated, must travel to local communities and neighborhoods. Business casual attire.

**Compensation:**

Compensation per hour as stated in description. Mileage for work-related business travel will be compensated at the current federal rate. Cell phone stipend for use of personal phone to conduct business/ support calls, text, and email. Accumulation of Paid Time Off hours (PTO) equal to 11 paid holidays and 2 weeks' paid vacation. Generous health care package, life insurance and retirement plan.

**Email cover letter and resume to [info@bigs.org](mailto:info@bigs.org)  
Subject matter: Match Support Specialist – Tulare County**

**For more information:**

Big Brothers Big Sisters | 4047 N Fresno Street | Fresno, CA 93726  
[www.bigs.org](http://www.bigs.org)