



POSITION DESCRIPTION

Position Title:	Match Support Supervisor	Overtime Status:	Exempt
Department:	Program	Location:	Oahu
Reports to:	Oahu Regional Director	Direct Reports:	Match Support Case Managers, Statewide

PRIMARY PURPOSES OF THE POSITION:

The Match Support Manager will be the direct program supervisor of the statewide Match Support team. The position will be responsible to oversee and support the team's progress towards agency goals and ensuring that direct service functions, activities and standards are maintained in a professional, consistent and uniform manner.

SPECIFIC DUTIES OF THE POSITION:

Program Services

- Lead the Match Support team to deliver services and achieve established goals for child safety, child outcomes, family engagement, youth opportunities, and volunteer support.
- Work with the Oahu Regional Director and Enrollment & Match Supervisor to ensure that all direct service functions, activities and standards are maintained in a professional, consistent, uniform and appropriate manner, in accordance with a) Agency policies and procedures; and b) Big Brothers Big Sisters of America (BBBSA) standards.
- Conduct Quality Assurance reviews and spot checks to support the Match Support team.
- Work with the Oahu Regional Director to develop and implement a plan to increase family engagement, youth opportunities and volunteer support through community partnerships.
- Oversee the annual nomination process for the Match of the Year to Big Brothers Big Sisters of America.
- Assist in the facilitation of scholarships offered to youth.

Supervision

- Supervise, direct and support the Match Support team using an appropriate mechanism (i.e. goal setting, performance evaluations, etc.) to achieve a defined accountability process.
- Work with the Oahu Regional Director and neighbor island Regional Directors to coordinate all special projects assigned to the Match Support team.
- Mitigate challenges as they arise amongst the Match Support Team.

Administrative and General

- Approve staff schedules, timesheets, and leave requests.
- Per established schedules and on an as-needed basis, assist in collecting and summarizing information used for grant proposals and reports.
- Perform other related duties as assigned.

KNOWLEDGE AND SKILLS:

- Bachelor’s degree in social work, public health, or other related human services or;
- Four years demonstrated experience in case work management and program development.
- Demonstrated experience in supervision, planning, communication, organizational techniques and administration.
- Demonstrated excellent written and oral communication skills.
- Proficient in using Microsoft Office software (Outlook, Word, Excel, PowerPoint).
- Able to manage multiple projects at a time
- Able and willing to work cooperatively with others both externally and internally
- High attention to detail
- Strong commitment to JEDI (Justice, Equity, Diversity and Inclusion).
- Familiarity with the social, cultural and economic make-up of Hawaii desirable.
- Proficiency in Microsoft Office; including Word, Outlook, and Excel is valuable.
- Applicant must also have a car, valid driver's license, and meet state required automobile insurance minimum.

WORKING CONDITIONS:

- Ability to lift 10 lbs.
- Work will primarily be done in an office setting. Note: Until further notice, work will follow a hybrid in-office and remote work setting schedule.
- Able to use a PC, email, phone, copier, postage meter, and related office equipment.
- Work hours: Full-Time, Monday through Friday 8:00 am – 5:00 pm. Some evening/weekend work on occasion.
- Travel: May require interisland travel.
- Mental demands: Must be able to work with deadlines and process multiple projects simultaneously.

Equal Employment Opportunity

Big Brothers Big Sisters Hawai'i provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, veteran status, sexual orientation, disability, or any other characteristic protected by state, federal, or local law.

Americans with Disabilities Act

Employee must be able to perform all essential job functions, with or without reasonable accommodation.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Big Brothers Big Sisters Hawai'i may change the specific job duties with or without prior notice based on the needs of the organization.

Disclaimer

This job description has been designed to indicate the general nature and level of work performed by employees within this classification, it is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

Creation Date:	Revision Date: May 2023
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:
Human Resources:	
Signature:	Date: