



POSITION DESCRIPTION

Position Title:	Enrollment and Matching Specialist	Overtime Status:	Non-Exempt
Department:	Program	Location:	Maui
Reports to:	Maui Regional Director & Program Managers	Direct Reports:	None

PRIMARY PURPOSES OF THE POSITION:

The Enrollment and Matching Specialist (EMS) will provide professional services to children, parents and volunteers by conducting extensive assessment interviews.

To assess volunteer's appropriateness for BBBS mentoring programs the EMS will complete reference checks and incorporate criminal and background checks. All data collected on potential participants will be entered into the company database. For children the EMS will collect school and therapist reports to include in the overall assessment of each child.

With the assessment information, the EMS proposes a match between a volunteer and a child based on specific need and/or preferences. Once the match is approved, the EMS will schedule a match meeting where all the participants meet and learn their roles and responsibilities as the program guidelines, or passes the information on to the Match Support Specialist for them to do so.

SPECIFIC DUTIES OF THE POSITION:

- Ensure that all children, parents and volunteers receive an engaging, positive and personalized response promoting BBBSH programs.
- Effectively move the child, parent and volunteer from the point of first contact to active enrollment.
- Follow process to next point of contact.
- Obtain preliminary contact information and schedule enrollment interview within prescribed timeframe.
- Send forms of program information as needed to volunteers, families, or other agencies.
- Check references and conduct criminal background checks for volunteers.
- Interviews client and volunteer applicants, gathers additional information as necessary, makes recommendations for acceptance, matching and training.
- Writes summary and presents completed file with recommendation for acceptance or non-acceptance.
- Proposes specific adult-child matches, sets up the formal match meeting attended by the Match Support Specialist, presides at the introduction if needed.
- Collaborates with other service delivery staff to ensure a smooth transition among functions
- Reviews and follows-up on references as needed.

- Immediately brings to the attention of the Enrollment and Matching Supervisor concerns which may influence the volunteer enrollment process.
- Provides timely reports and recommendations for participation in the program based upon assessments of each individual volunteer.
- Maintains accurate records for each match.
- Enters information into online database
- Recruits for new children and volunteers in areas where needed as necessary.
- Keeps records of which areas have a surplus of waiting volunteers and/or children so that recruiting is intentional and effective.
- Participates in staff and program meetings.
- Represents the Agency at conferences, community events and public relations projects.
- Participates in program activities and fundraising events.
- Performs other duties as assigned.

KNOWLEDGE AND SKILLS:

Minimum Bachelors degree in social services, human resources or related (BSW preferred) with a minimum of six months casework experience in a public or private setting. Must have experience working with both child and adult populations; specific assessment, intake or interview experience preferred. Proficiency in Microsoft Word, Outlook, and Excel. Applicant must also have strong interpersonal skills, and an ability to communicate in a professional manner both orally and in writing. 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 a home office setting. Ability to use personal computer, telephone, fax, photo copier, typewriter, 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.
- Mental demands: Must be able to work with deadlines and process multiple projects simultaneously.
- Valid driver's license, work is done primarily in the home office, but travel time may be required.

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

BBBS Hawaii
Enrollment & Matching Specialist
Position Description

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.