



JOB DESCRIPTION

Position Title: Program Support Specialist	Minimum Education: Bachelors Degree - in social services, human resources, or <u>any</u> related field OR Master's Degree in Social Work, Psychology, Business Administration or <u>any</u> related field.
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Related Work Experience: Assessment and relationship development experience with child and adult populations; understanding of child development and family dynamics.

Pay Range: \$10-\$13 PER HOUR	Reports To: Program Director/CEO
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Status: 20-30+ hours weekly; flexible work schedule	Classification Status: non-exempt
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Position Location: Based out of the Warren County office, but agency does serve Allen, Barren and Warren Counties.

POSITION PURPOSE

The primary function of this position is to provide high-level customer service in response to all volunteers, clients, and stakeholders (which include inquiries and leads) to ensure that volunteers and children are appropriately enrolled and matched while executing a high degree of independent judgment when utilizing BBBS standards and practices. A high-level of focus on volunteer options and child safety is to be demonstrated throughout the volunteer and child enrollment and matching process.

The successful incumbent will produce positive outcomes in agency program performance and fundraising goals. The position is to also assist with overall fundraising and recruitment efforts for the agency. Responsibilities may include but not limited to:

ESSENTIAL DUTIES AND RESPONSIBILITIES

Conduct volunteer enrollments including: individual orientations, child safety education, interviews, and completion of any other enrollment processes. Assess the necessity of home visits and complete as indicated.

Conduct client enrollments including: parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.

Ensure a high-level of proficiency and skill in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families.

Review and follow-up on references as necessary to gain additional data to complete the assessment process.

Conduct volunteer and client reassessments/updates as indicated.

Identify and eliminate any barriers interfering with the completion of the enrollment process.

Review all enrollment information and assessments and make recommendations for participation in the program based on this information.

Provide comprehensive assessments and match support recommendations for volunteer and child participation in the program based upon assessments of each individual volunteer. Maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.

High degree of collaboration with other agency staff to ensure smooth transition among functions.

Determine matches and facilitate match meetings. Accommodate volunteer and family schedules.

Support agency fundraising initiatives as necessary to maintain the growth of the agency.

All volunteers, clients and other stakeholder contacts are marked by an atmosphere of engagement and motivation.

Ensure that all volunteers receive an engaging, positive and personalized sales phone response promoting BBBS programs.

- Effectively move the volunteer from the point of first contact to active enrollment.
- Determine the best way to get volunteer investment in the enrollment process.
- Identify and eliminate any barriers interfering with the initial enrollment process.
- Follow process through to next point of contact.
- Obtain preliminary contact information and schedule enrollment interview within prescribed time frame.

Send forms or program information as needed to volunteers, families or school administrators.

Respond to all volunteer and parental calls regarding their enrolled status (or that of their children). Ensure that all such inquiries receive prompt and informative response.

Respond to all calls requesting general information communicating basic information, flexibility and volunteer choice.

Persistently and accurately track and maintain recurring contact with potential volunteers and families who have not yet begun the enrollment process.
Check references and conduct criminal and child abuse background checks for volunteers. Establish the legal identity of the volunteer through original documentation.
Enter all inquiries and pertinent data into database, ensuring accuracy and timelines of information systems.
Routine office environment. Flexible work hours to meet volunteer & client needs.
Aids agency staff on an as needed basis.
Explore potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
REQUIREMENTS
Proficiency in Microsoft Office, including Word, Outlook, and Excel.
Excellent oral and written communication skills reflecting solid customer service both in-person and telephone and delivery of presentations/speeches for recruitment opportunities.
Ability to form and sustain appropriate child, adult volunteer-based relationships based on positive youth development and volunteer satisfaction.
Ability to effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating.
Ability to relate well in multicultural environments, work independently, use time effectively, focus on details, collect meaningful data and draw solid conclusions.
Must have car, valid driver's license, and meet state required automobile insurance minimums.
Consent to an annual local, state and government background check is required along with other social media and domain searches.
WORK ENVIRONMENT/PHYSICAL REQUIREMENTS
Routine office environment. Flexible work hours to meet volunteer & client needs.

Equal Employment Opportunity

BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case by-case basis in accordance with applicable law.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS of South Central Kentucky may change the specific job duties with or without prior notice based on the needs of the organization.