



**Big Brothers Big Sisters**  
of Northwestern Wisconsin

**JOB DESCRIPTION**

<b>Position Title:</b> <b>Program Manager (Enrollment &amp; Match Support)</b>	<b>Job Code:</b> <b>Full Time Salary Position-40 Hours</b> <b>Overtime Status: No</b>
<b>Department:</b> Program	<b>Location:</b> Remote-St. Croix Valley
<b>Reports To: Program Director</b>	<b>Number of People Supervised: 0-1</b>

**POSITION PURPOSE**

The person in this position will be responsible for all Enrollment in the St. Croix Valley region. They will also have a caseload of matches to support. This position requires travel to local schools and cities within St. Croix and Pierce Counties.

Essential to the BBBS brand, the primary function of this position is to ensure that the agency is viable and visible in the area(s) and community(ies) charged with, ensure that volunteers and children are appropriately enrolled and matched while executing a high degree of independent judgment when utilizing BBBS standards and practices. Conducting high quality match support ensuring all policies, procedures and goals are met. High-level customer service, focusing on volunteer options and child safety, is to be demonstrated throughout the volunteer and child enrollment and matching process. Essential to motivate and supervise assigned staff to meet and exceed agency’s program goals and all policies and procedures are followed. Monitors expenses to ensure program stays within budget. Be visible in the community and a spokesperson for BBBSNW ensuring agency visibility, positive image, and enough volunteers are recruited.

Performance Measures: The successful incumbent will produce positive outcomes in the program they are charged with in the following areas: volunteer yield and processing time; youth yield; youth/parent processing time, customer satisfaction, matches made and enrollment quality scores and meeting agency goals in the area of match support. Accountable for program performance in program charged with in the areas of quality and goals as established by BBBSNW.

**Job Responsibilities**

The following 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. BBBSA may change the specific job duties with or without prior notice based on the needs of the organization.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Assess volunteer “fit” to BBBS. Conduct volunteer enrollments, including: individual orientations, 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. Assess and apply factors contributing to successful match. Effectively align volunteer interests and qualifications with service options of agency. Consult with other service delivery staff and/or supervisor as appropriate.
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 service delivery staff to ensure smooth transition among functions.
Determine matches and facilitate match meetings. Accommodate volunteer and family schedules.
Supervise other enrollment and match support specialists ensuring they are meeting goals and responsibilities. Approve of schedule, hours, and timesheets.
Engages, develops, and holds staff accountable to work efficiently and effectively and to achieve individual and team goals while complying and enforcing agency policies and national standards of practice. Establishes and ensures a system and culture of continuous staff learning, development and succession planning.
Working with Program Director, oversee matching and match support needs in relation to needs and budget allowance. Oversee match support case load sizes and make suggestions accordingly.
Carry a match support caseload as determined by Program Director. Work in partnership with Marketing department with volunteer recruitment. Attend community functions to ensure agency visibility, engagement, and involvement. Help at agency program, recruitment and fundraising events. Work with Program Director, when asked, in screening, hiring, and training of program staff. Work with Program Director in area of setting goals and budgetary issues. Attend meetings as requested. Other duties as assigned by supervisors.

### EDUCATION & RELATED WORK EXPERIENCE

<b>Education Level:</b> <b>(minimum &amp; preferred educational requirements necessary to perform this job successfully)</b>
Minimum Bachelors degree in social services, human resources or related field.

<b>Years of Related Work Experience :</b> <b>(minimum &amp; preferred related work experience necessary perform this job successfully)</b>
Experience working with both child and adult populations; specific assessment, intake or interview experience preferred. Must have car, valid driver's license, and meet state required automobile insurance minimums.

### SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel.	X	
Excellent relational assessment skill.	X	
Oral and written communication skills reflect solid customer service.	X	
High-level interviewing skills.	X	



Ability to form appropriate assessment-based relationships;	X	
Ability to relate well in multicultural environments;	X	
Ability to maintain confidentiality throughout daily operations;	X	
Ability to effectively collaborate with other staff;	X	
Ability to use time effectively;	X	
Ability to focus on details;	X	
Ability to collect meaningful data and draw solid conclusions.	X	
Ability to network to help agency meet all its goals.	X	

<b>TRAVEL/OFF SITE REQUIREMENTS (LIST AS A % OF TOTAL WORK TIME)</b>	<b>50%</b>
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<b>WORK ENVIRONMENT/PHYSICAL REQUIREMENTS</b>
<b>(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)</b>
Employee will work from home; when home visits, interviews and site visits are indicated, must travel to local communities, neighborhoods, sites. Flexible work hours to meet customer needs. Must be able to work 2 evenings per week or whatever time is needed to reach agencies goals.

<b>Core Competencies</b>	<b>High Performance Indicators</b>
<b>Resilience &amp; Flexibility</b>	Able to interpret situations and information objectively when stressed; remain calm and professional in potentially difficult or emotionally charged interpersonal interactions; maintain high productivity in stressful situations; Maintain high performance in the face of setbacks or changing circumstances; view failures objectively and rebound quickly; work to clarify situations where information or objectives are ambiguous.
<b>Communication - Verbal and Written</b>	Able to practice active and attentive listening skills to verify understanding; adapt communication content and delivery to individual needs; proactively inform others about developments relevant to the team; openly and diplomatically express opinion, even when different from that of others; translate what is heard, observed or assessed into documentation that is accurate, concise, and clearly communicates key information to others with a need to know.
<b>Decisiveness &amp; Judgment</b>	Able to demonstrate good and ethical judgment in routine, day-to-day decisions; independently make decisions and take action, even in non-routine situations; consider impact of various options when making decisions; use good judgment in deciding whether to make a decision or escalate it to a supervisor for additional consultation; use an awareness of formal and informal decision-making channels to achieve desired results. Able to consider both the short and long term impact of decisions; plan for how the consequences of decisions affect the team; make and act on decisions even if they are unpopular.



<b>Gets Results</b>	<p>Able to demonstrate high personal work standards, balancing quality and quantity with a sense of urgency about results; do everything possible to meet goals and deadlines; persist in the face of repeated challenges; accept responsibility for improving the quality, efficiency and outcomes of own work.</p> <p>Hold others accountable for managing their performance or performance of a group; eliminate barriers to group performance; lead/champion efforts that increase productivity and goal accomplishment throughout the group or team.</p>
<b>Customer Focus</b>	<p>Able to build strong working relationships with internal and external customers; identify unexpressed customer needs and potential services to meet those needs; independently anticipate and personalize communication/approach to fit different perspectives, backgrounds or styles of individuals; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results.</p>
<b>Problem Solving &amp; Analysis</b>	<p>Able to gather appropriate data and diagnose a situation before taking action; separate causes from symptoms;</p> <p>Apply lessons learned from others who encountered similar problems or challenges; anticipate problems and develop contingency plans to deal with them; develop and evaluate alternative courses of action.</p>
<b>Strategic Alignment</b>	<p>Able to align own work objectives with the organization's strategic plan or objectives; take organizational priorities into consideration when making choices and trade-offs in own work; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes; maintain perspective between the overall picture and tactical details.</p>

### ***Equal Employment Opportunity***

BBBSA 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.