

Job Title	Program Generalist for Enrollment and Matching
Employer/ Agency	Big Brothers Big Sisters Lone Star
Job Description	<p>Responsibilities Provide direct delivery of Program services to agency clients and volunteers. May be responsible for any or all Program functions in regional area to provide services to clients and volunteers from inquiry to match completion. May assist with office duties such as answering the telephone, greeting guests, opening mail, etc.</p> <p><u>CUSTOMER RELATIONS</u></p> <ul style="list-style-type: none"> • Receive, process and follow-up with all volunteer inquiries, ensuring that all volunteers receive a strong selling proposition in order to move them from the point of first contact to active enrollment. • Input data and obtain all necessary information for screening and matching. • Complete initial screens, such as criminal background and reference checks by phone or email on all potential volunteers. <p><u>ENROLLMENT</u></p> <ul style="list-style-type: none"> • Schedule and conduct volunteer and client enrollment for the agency's Community Based and School/Site Based Programs which includes interviews, individual orientations, child safety information, home assessments, and completion of any other required checks as required by BBBSA and the agency's Program Manual • Provide timely and comprehensive assessments and recommendations for participation in the program based upon interviews and other information from each volunteer and client <p><u>MATCHING</u></p> <ul style="list-style-type: none"> • Research agency database to identify potential volunteer and mentee matches • Conduct phone calls with parent/guardians presenting potential volunteers for match and do the same with volunteers presenting potential mentees for match • Schedule Match Introductions for new matches with appropriate Match Support Specialists or for self • Conduct volunteer and client reassessments/updates <p><u>MATCH SUPPORT</u></p> <ul style="list-style-type: none"> • Maintain a caseload of Community Based and/or School Based matches as assigned and provide match support and relationship development as defined in the Program Manual • Contact volunteers, parents and children according to agency standards based on length of match to: <ul style="list-style-type: none"> - Provide both on-going risk management and support to keep the match going - Discuss match activities, personal safety reminders, and goal accomplishments - Make assessments of individual training needs, information, and support needs for each participant; and - Share information about agency activities <ul style="list-style-type: none"> • Complete match closures and re-engage volunteers, children and parents as appropriate after match closure

	<p><u>PROGRAM TRAINING & EVENTS</u></p> <ul style="list-style-type: none"> • Organize and execute a variety of trainings and special events on a regular basis for match participants to enable stronger volunteer engagements and more sustainable, safe, and long lasting relationships. • Secure and steward new partnerships related to particular events and activities, tickets and opportunities, and facilitate the distribution of available tickets, etc. • Coordinate with internal colleagues to prepare and distribute complete messaging to match participants utilizing various electronic formats • Assist with the solicitation & distribution of gifts/special assistance to BBBS youth and families through the market's gift assistance programs, such as School Supply Drive, Holiday Gift Drive and others as appropriate for the market
Qualifications	<p>Requirements</p> <ul style="list-style-type: none"> · Bachelor's degree required, preferably in a social or human science, such as social work, sociology or psychology · One year experience in a social service field preferred · Prior experience with intake and assessment of adults preferred · Intermediate proficiency in Microsoft Word, Outlook and Excel with at least 45 words per minute, error free · Must be willing and able to work with diverse populations. · Flexibility and availability to work early evening weekday hours and occasional weekends, as well as travel in the assigned service area.
Salary/Hours	Full-Time \$42k - \$43k annually
City, State, Zip	Houston, TX
Application Method	Apply Here: https://bbbstx.org/careers/?e-filter-a2a01be-global-locations=houston
Opening Date	Immediately

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.

UNIVERSITY of **HOUSTON**
GRADUATE COLLEGE of SOCIAL WORK