

Manager of Enrollment & Matching - Community-Based Mentoring

Do you believe in the power of transformative relationships for girls? Are you ready to impact the Greater Boston community one girl at a time? If you answered yes, and the idea of being part of a collaborative, driven, focused team excites you then join us! At Big Sister Association of Greater Boston we have been helping girls reach their full potential through positive mentoring relationships with women since 1951. We are the largest mentoring organization in Greater Boston exclusively serving girls.

Big Sister Association is seeking a dynamic individual to co-lead our Community-Based Mentoring team as the Manager of Enrollment & Matching. The Community-Based Mentoring program is a one-to-one mentoring program which matches girls, age 7-15, with adult women mentors. As a Big Sister staff member you will contribute to a mentor-rich community in which every girl has access to the individual nurturing, guidance and support she needs to become a confident, competent and caring adult.

Management Responsibilities:

- Oversee all aspects of the enrollment and matching process for potential volunteers and clients in the Community-Based Mentoring program
- Accountable for enrollment and matching performance. Monitors operational effectiveness using work flow and tracking systems (i.e., AIM); gathers accurate information for reports, tracks performance & develops measures to ensure growth, minimize risk and meet annual department matching goals.
- Hire, engage, develop, and hold staff accountable to work efficiently and effectively and to achieve individual and team goals while complying with agency policies and national standards of practice.
- Identify and eliminate any barriers interfering with the efficient completion of the enrollment and matching process for volunteers and clients
- Ensure a high-level of proficiency and skill in applying child safety and risk management knowledge, policies and procedures throughout all aspects of the enrollment and matching function. Identify child safety issues for volunteers, children and their families.
- Collaborate with CBM match support services and ensure smooth transitions of volunteers and clients between functions.
- Establish culture of continuous staff learning, professional development, ongoing performance management
- Assure quality of work through regular case reviews in AIM; prepare analyses which indicate qualitative themes and quantitative data on program and worker performance (i.e.: premature match closures, etc.)
- Provide individual supervision to Enrollment and Matching staff
- Co-facilitate group supervision with CBM Manager of Match Support Services
- Facilitate effective Enrollment and Matching meetings
- Manage reference checking system of CBM to ensure efficiency and quality
- Keep CPO informed of all key issues within Community-Based Services programs
- Effective collaboration on interdepartmental and agency-wide projects and initiatives
- Works collaboratively with Recruitment and Community Partnerships department to ensure an on-going supply of targeted volunteer candidates to meet departmental goals.
- Works collaboratively with Development staff to provide information needed for program funding, support and public relations opportunities
- Manage CBM MSW intern program



Case Management Responsibilities:

- Perform thorough intake assessments/interviews of potential Big Sisters and Little Sisters including confidential and high profile mentors. This includes all board members, all Big Sister Association staff members, and local/national celebrities.
- Perform re-assessments of Big Sisters and Little Sisters
- Review all enrollment information and make match decision recommendations applying knowledge of factors contributing to match longevity and strength
- Maintain all administrative aspects for the enrollment and matching processing in a timely and accurate manner in AIM

Qualifications:

- LICSW required
- Three to five years of management experience in social services or related fields
- Experience working with multi-cultural populations
- Knowledge of child development theory
- Experience working both as a leader and a team player
- Superior skills at developing competencies in staff through coaching, guidance, and feedback
- Demonstrated leadership and ability to take initiative. Is proactive and optimistic
- Exemplary clinical assessment and intervention skills
- Passion for and commitment to gender-specific mission
- Outstanding attention to detail, problem solving skills, critical thinking skills and communication skills focused on customer service, child safety and goodness of fit for enduring match relationships
- Able to demonstrate exceptional personal work standards balancing quality and quantity with a sense of urgency about results
- Able to work some weekends and evenings
- Flexibility, decisiveness and results oriented individuals
- Bilingual preferred, but not required

Big Sister is committed to hiring staff who reflect the diversity of the communities we serve. **Candidates of color, bilingual and bicultural candidates are strongly encouraged to apply.** If you are interested in working at a well-established, fast-paced and supportive organization committed to serving girls, please apply.

Please send cover letter and resume to:

Big Sister Association
Attn: Human Resources
161 Massachusetts Avenue
Boston, MA 02115
Fax: (617) 236-8075
Email: hr@bigsister.org