**BBBS Case Manager**

**Location**

Big Brothers Big Sisters of Snohomish County

10520 19th Ave SE, Suite B

Everett, WA 98208

**Hours**

Part-time, flexible hours

25 hours per week

**Pay Range**

$14.50+ DOE

**To Apply**

Email resume with references to:

Suzanne Leavitt at sleavitt@bbbs-snoco.org

**Primary Duties**

Create and support successful matches between adult volunteers and children. Contact matches on scheduled basis to make sure they are in compliance with Agency and National Standards. Problem-solve as needed and offer support and encouragement to all match parties.

**Job Duties/Responsibilities:**

• Completes parent/guardian/child and volunteer orientation, interviews, and assessments

• Works with school personnel and other community agencies involved with the BBBS programs

• Provides child/parent safety training

• Provides pre-match training and on-going volunteer training

• Creates culturally appropriate matches between adult volunteer and child

• Maintain phone contact with match participants in compliance with Agency and National Standards

• Conduct annual evaluations with match participants in compliance with Agency and National Standards

• Provide support to maintain and enhance match quality by fostering communication, clarifying expectations and problem resolution

• Creates Youth Outcome Development Plans for all youth once matched with a mentor

• Maintain accurate documentation of all contacts for case files

• Disseminate to match participants information regarding agency activities, tickets, newsletter, and donations

• Participate in all mandatory match activities and program events

• Attend community meetings, staff meetings and trainings

• Other duties as assigned

**Qualifications**

• Previous experience with youth of diverse backgrounds preferred

• Bachelor’s degree required, preferably in social services, psychology, or a related field

• Must be able to work well with other staff and deal with people tactfully

• Strong organizational skills and a high degree of accuracy are required at all times

• Confidentiality agreement required, able to deal with sensitive material with proper discretion

• Experience with standard business software and office equipment

• Able to effectively manage time and handle multiple projects simultaneously

• Flexible work hours; some nights and weekends may be required

• Computer literacy required

• Experience working with individuals, families and communities of diverse backgrounds and abilities

• Fluency in second language preferred

Y Culture:

• Build relationships with a diverse membership base in culturally responsive ways, connect members with one another and to the YMCA

• Exhibit Caring, Honesty, Respect and Responsibility

Must able to pass a criminal background check and drug test