

## BBBS Case Manager

### Location

Big Brothers Big Sisters of Snohomish County  
10520 19<sup>th</sup> Ave SE, Suite B  
Everett, WA 98208

### Pay Range

\$14.50+ DOE

### Hours

Part-time, flexible hours  
25 hours per week

### To Apply

Email resume with references to:  
Suzanne Leavitt at [sleavitt@bbbs-snoco.org](mailto: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