

Position Information

Job Title: BBBS Case Manager
Location: Big Brothers Big Sisters
Category: Admin
Classification: Part-time
Salary: \$15.09+ DOE
Days & Hours: 30 hrs per week with flexibility for occasional weekends and evenings

Education & Experience

- Previous experience with youth of diverse backgrounds preferred
- Bachelor's degree required, preferably in social services, psychology, or a related field

Required Skills

- 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

Responsibilities

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.

- 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 participant's 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

Contact

Email your cover letter, and resume to:
Suzanne Leavitt, Program Supervisor
sleavitt@bbbs-snoco.org
Tel: 425-304-1574