



ENGAGEMENT SPECIALIST

Agency Mission: To create & support one-to-one mentoring relationships that ignite the power & promise of youth.

Agency Values:

-Excellence
-Growth Mindset
-Ownership

-Integrity
-Relationships
-Respect & Trust

Position Summary:

The Engagement Team is the first point of contact with our youth (Littles), families and volunteers (Bigs). The Engagement Team's objective is to ensure that stakeholders engaging with our mission experience an excellent customer experience. BBBS of Central Ohio seeks a goal-oriented, metric focused and youth-centered Engagement Specialist who contribute to the intake for both volunteer mentors (Bigs) and youth (Littles) and their families across Agency engagement delivery models. To be successful in this role, the Engagement Specialist must bring experience with youth development, family outreach, volunteer management, knowledge of intake processes and demonstrated success in managing high-volume intake operation.

The primary objectives of this role are; elevate agency brand, optimize community relations, maximize Agency and capacity of programs. In this position you'll use your relational skills to build rapport, deliver Agency engagement options, and develop pathway for partnership between the Agency and the stakeholder.

Reporting Relationships: Engagement Team Lead

Status: Exempt

Core Duties and Responsibilities:

- Work closely with Engagement Team Lead and Manager of Community Outreach and Volunteer Experience to implement principal strategies for agency community relations, with a priority focus on volunteer and youth recruitment.
- Engage in and support efforts to maximize agency capacity for volunteer, families and youth including maintenance and growth.
- Generate, maintain, and/or grow Agency brand awareness and relevance in all applicable communities, and include identifiers like, but not limited to mission, differentiations, service populations, response to community needs, and impact.
- Remove and or reduce barriers to Agency engagement and retention.
- Responsible for Program Enrollment and Matching according to the Service Delivery Model, including:
 - Volunteer and Child & Family Orientation
 - Participant Screening and Training
 - Review applications, references, background checks, fingerprint results, to complete the program enrollment process for youth and volunteers
 - Interviews & Assessments
 - Match Recommendations and Collaboration with Match Support Team
- Provide high quality services and maintain accurate and timely records for all programs to ensure measurable outcomes for children served.

- Know and follow BBBS of Central Ohio Program Standards and Policies.
- Other duties as assigned

Team Functions

- Help in other Agency areas as part of the team when needed, attend events as requested by the agency.
- Assist in programs development and strategies for growth through participation with projects.
- Assist in meeting deliverables and/or outcomes for the Agency.
- Regularly and consistently demonstrates the Big Brothers Big Sisters of Central Ohio values and guiding principles.
- Maintain collaborative relationship with supervisor and program team

Position Requirements:

The primary objectives of this role are; elevate Agency brand, optimize community relations, and enroll new participants into our Programs and Services. In this position you'll use your relational skills to build rapport, facilitation skills to deliver Program options, and create a new partnership pathway between the Agency and the stakeholder.

Preferred: Bachelor's Degree in social services, human resources or related field and at least two (2) years of case management experience. You must be proficient in Microsoft Word, Outlook, & Excel, databases. You must be willing to travel 20 – 50% of time; have reliable transportation; valid driver's license; and vehicle insurance that meets the State's requirements

Position Knowledge/Abilities/Skills:

- **Organizing; Planning** – Can marshal resources (people, funding, material, and support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources efficiently and effectively; arranges information and files in a useful manner. Knowledgeable about all aspects of an organization; knows how to get things done both through informal and formal channels and the informal network.
- **Interpersonal Savvy** – Relates well to all kinds of people outside the organization; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; truly values people; effectively communicates both verbally and in writing.
- **Customer Focus** – Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; talks and acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Listening** - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; and gains access to informal and incomplete information in time to do something about it.
- **Problem Solving** – Takes initiative to solve difficult problems with effective solutions; asks good questions and probes all fruitful sources for answers; can see underlying or hidden problems and patterns; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Learning on the Fly** – Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyzes both success and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.
- **Presentation Skills** – Is effective in a variety of formal presentation settings; one-on-one, small and large groups, with peers, subordinates, and bosses; is effective both inside and outside the organization, on both cool data and hot and controversial topics; commands attention and can manage group process during the presentation; can change tactics midstream when something isn't working.

Equal Employment Opportunity

BBBSCO provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Background Check

It is the policy for Big Brothers Big Sisters of Central Ohio (the Agency) to require a criminal background check for all employees during pre-employment screening and repeated at a minimum of every three years depending on specific grant related specifications. Refer to employee handbook for full policy.

Drug and Alcohol Policy

Big Brothers Big Sisters will maintain a drug-free workplace policy that prohibits the use of all illegal substances and alcohol under state and federal law. Use of alcohol or drugs by employees can impair the ability of employees to perform their duties, adversely affect our customers and customers' confidence in our Agency and jeopardize the safety of our employees and those with whom we work. This policy does not prohibit the proper use of medication under the direction of a physician; however, misuse of such medications is prohibited. Refer to the employee handbook for full policy.

To help achieve the mission of the agency, program staff may have to assume additional tasks and responsibilities as assigned by the Vice President of Programs or their designee.

This job description should not be interpreted as an employment contract. The Agency reserves the right to unilaterally and periodically modify this job description as is consistent with its goals and objectives.

If you have any questions or do not understand the job description as written, please see the Vice President of Programs immediately. If you understand everything completely, please sign and return to the Vice President of Human Resources.

Signature

Date