



## JOB DESCRIPTION

### **Position: Service Delivery Coordinator**

Immediate Supervisor: Branch Director

Broad Function: Responsible for program recruitment, enrollment and match support.

Position: Exempt

#### **Primary Responsibilities:**

1. Create and maintain an environment of excellent customer service relations. Demonstrate excellent customer service to all clientele.
2. Develop knowledge of all programs and services in order to communicate options effectively to potential program participants.
3. Assist with ongoing recruitment efforts public speaking engagements and company presentations to meet branch goals.
4. Recruit children as needed for addition to the ready to be matched list.
5. Provide those who inquire with basic program information and make a commitment to provide superior customer service to all program participants.
6. Assess volunteers, parents, and youth for appropriate program participation by conducting orientations, interviews, training, criminal background checks and references.
7. Develop a thorough understanding of the Outcomes Evaluation System and how information collected throughout the span of a relationship relates to desired program and youth outcomes.
8. Provide timely comprehensive write-ups and recommendations for participation in the program based upon assessments of each participant. Maintain accurate records for all participants.
9. Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction. Real and/or potential problems and barriers are identified, addressed and resolved as early as possible. Match support is provided on a frequency according to BBBS Standards, at a minimum.
10. Provide youth of adversity the tools to achieve educational success, improve attitudes and competencies, have higher aspirations, greater confidence, better relationships and avoid risky behavior through development and facilitation of one to one relationships.
11. Work within the community to engage families, volunteers, agency partners and donors to serve youth of adversity.
12. Assess and provide for individual training needs to include the needs for each match participant to ensure a positive development experience for the youth, and a successful and satisfying experience for the volunteer.
13. Offer assistance and crisis intervention to volunteers, parents and youth offering mediation and guidance for resolution of problem areas. Make referrals in situations that require assistance beyond the scope of the Big Brothers Big Sisters program.
14. Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
15. Develop, promote and implement individual and group match activities to support ongoing volunteer involvement with the youth and agency affiliation through individualized recognition, annual events, and reengagement strategies.
16. Identify and promote re-engagement of volunteers as Bigs
17. Keep supervisor informed of any problems and concerns.

18. As needed, assist with agency fund development efforts to include Bowl For Kids sake and other activities.
19. Perform other duties pertaining to the operation of the agency as required (may include assisting with special events and fundraising).

**Qualifications:**

Must be responsible, well organized, creative, present a professional appearance; possess excellent communication skills with the ability to relate to volunteers, children, staff, media, and the general public. Be willing to take responsibility and share ideas for improvement of agency work. Must have reliable automobile readily available. Must be a self-starter with good planning skills.

**Education and Experience:**

Bachelor's degree in social work or related field. Ability to consistently meet or exceed all performance measures. Demonstrate excellent judgment and reliability in position responsibilities. Must have a high level of organization. Must be computer proficient.