



JOB DESCRIPTION

Position Title: Case Manager **Position Category: Full-time Employee**
Reports to: Vice-President of Programs **Overtime Status: Exempt**

Position Purpose: This position is responsible for providing a high-level of customer service while focusing on assessment of the client, child safety, and volunteer options. A primary function of this position is to ensure that volunteers and children are appropriately enrolled and matched while utilizing the policies and procedures set by the agency. Another primary function of this position is to provide support to the match ensuring child safety, positive impacts for youth, and satisfying relationships between children and volunteers.

Essential Duties and Responsibilities:

- All customer and stakeholder contacts are marked by an atmosphere of trauma-informed engagement and motivation.
- Must meet or exceed the agency's benchmarks ensuring quality performance metrics.
- Recruit volunteers and reach out to families through an increasing number of regular face-to-face activities in community, corporate, collegiate and civic environments. This also includes engaging existing volunteers and parents in volunteer recruitment and youth outreach efforts.
- Assess volunteer "fit" to BBBS. Conduct volunteer enrollments, including: individual orientations, interviews, and completion of any other enrollment processes including home visits and references.
- Conduct client enrollments including parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.
- Review all enrollment information and assessments and make match recommendations, effectively aligning volunteer's interests and qualifications with child's needs while following procedures outlined in the Policy and Procedure Manual. Consult with other service delivery staff and/or supervisor as appropriate.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Provide comprehensive assessments and match support recommendations for volunteer and child participation in the program based upon assessments of each individual volunteer. Maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
- Continually assess the match relationship focusing on: child safety, match relationship development, positive youth development and volunteer satisfaction.
- Establish and/or collaborate with other community resources to promote activities, fundraising and other special events.
- Other duties and tasks related to case management, fundraising, activities, and special events.

Education & Related Work Experience:

Education Level:

Minimum Bachelors Degree in Social Services, human resources or related field.

Years of Related Work Experience

A minimum of three years experience working with both child and adult populations; specific assessment, intake or interview experience preferred; understanding of child development and family dynamics. Must have access to transportation, valid driver's license, and meet state required automobile insurance minimums.

Skills and Knowledge:

	Required	Preferred
Proficiency in Microsoft Office; including Word, Outlook, and Excel	X	
Excellent oral and written communication skills reflecting solid customer service both in person and telephone.	X	
Ability to relate well in multicultural environments.	X	
High-level interviewing skills.	X	
Ability to form and sustain meaningful match relationships based on positive youth development.	X	
Ability to use time effectively.	X	
Ability to adapt to shifting priorities.	X	
Ability to focus on details.	X	
Ability to maintain confidentiality throughout daily operations.	X	
Knowledge of community outreach.		X

Travel Requirements:

This position requires 10-15% of total work time for travel. This includes home assessments for both children and volunteers.

Work Environment/Physical Requirements:

Routine office environment. Flexible work hours to meet customer needs. When home visits are necessary, must travel to local communities and neighborhoods.

Equal Employment Opportunity

Big Brothers Big Sisters of Flint and Genesee County 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.

Job Responsibilities

The above statements reflect the general duties, responsibilities and requirements considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Big Brothers Big Sisters of Flint and Genesee County may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date: 10/25/2011	Revision Date: 8/2/2019
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date: