

JOB ANNOUNCEMENT

JOB TITLE: MATCH SUPPORT SPECIALIST

FLSA STATUS: NON-EXEMPT

POSITION SUMMARY

Using a strength-based, asset building, and collaborative approach, the Match Support Specialist (MSS) provides ongoing support, resources and monitoring of mentoring matches to ensure child safety, cultivate strong and healthy relationships, and promote positive youth outcomes. Case management support to youth and families will be provided through monthly/quarterly check-in calls/virtual meetings and home visits as necessary. The MSS develops, monitors, and coordinates individualized match goals as well as designs curriculum and activities while tracking each match's progress through the use of evaluation tools, an electronic database and paper files. In addition, the MSS identifies and appropriately responds to matches and families that may require special care or intervention such as conflict resolution, mental health support, termination and re-matching, to name a few. Serving as an advocate and empowering constituents to self-advocate are critical components of this role. The incumbent must understand trauma and the impacts of systemic racial inequities, poverty and parental incarceration to approach this work with sensitivity, respect and cultural competency. Working closely with program staff, the Match Support Specialist must demonstrate a high degree of professionalism and is responsible for bringing all pertinent issues to the attention of the Executive Director. The incumbent must work some evenings and weekends throughout the month, and therefore must be able to manage a flexible schedule.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Maintains monthly/quarterly contact with parents, mentees, and mentors through phone conversations (emails/home visits as necessary)
- Conducts baseline and follow-up surveys for each match
- Develops and implements customized match support goal plans
- Plans and coordinates activities for matched and waiting list families and mentors, working within event budgets
- Identifies and recruit organizations to collaborate on supporting matches
- Monitors matches, and addresses special needs, grievances, premature match terminations, and other case alerts
- Makes referrals and links families and mentors to resources and supports
- Routinely develops and sends out communications to families and mentors through electronic/social media and other communication modes
- Monitors match anniversaries, birthdays, and other family and mentor milestones to further enhance participant engagement
- Responsible for rewards and recognition activities for parents, mentors, and mentees
- Analyzes current data tracking and information management systems; assists with the design and implementation of new plans
- Completes required data collection/entry and reporting
- Assists executive director and program team in creating and implementing innovative ways to support and empower Volunteer Coordinators, mentors and mentees
- Assists with (and conducts, when appropriate) orientations and trainings for Volunteer Coordinators, mentors, mentees, and parents/caregivers
- Participates fully in the agency's implementation of The Sanctuary Model®
- Participates in public education by participating in community outreach events/activities

- Flexes schedule as needed to accommodate service population

EDUCATION/EXPERIENCE & CERTIFICATIONS

- Bachelor's degree from a four-year college or university in a social service or related field required; 2-3 years of experience working with marginalized populations
- Act 33/34 and FBI Clearances are required
- Valid PA driver's license with a clean driving record and a reliable personal vehicle
- Experience motivating and supporting others

OTHER SKILLS AND ABILITIES

- Experience working with collaborative partners, mentoring programs and/or family-centered, strength-based service provision
- Experience motivating and supporting others
- Collaborative team player; willingness to pitch in and help the whole team succeed
- Strong interpersonal, verbal and written communication skills
- Broad knowledge of community resources
- Proficient in Microsoft Applications, with a working knowledge of publishing software

ORGANIZATIONAL RELATIONSHIPS

Reports to the Executive Director

WORKING CONDITIONS

- Works in a normal office setting with no exposure to adverse environmental conditions.
- Indoors in busy office,
- Travels throughout Allegheny County conducting school, in-home and other visits
- Frequently required to work at a fast pace
- Requires considerable concentration and creativity
- Must be able to adapt programming to virtual platforms when necessary

DEADLINE TO APPLY

Submit cover letter and resume to admin@AmachiPgh.org

(With a high volume of applicants, only short-listed candidates will be contacted.)

NOTE: *This position description is intended to describe the general nature and level of work being performed by employees in this job. It is not an exhaustive list of all responsibilities, duties, and skills that may be necessary for this role. Personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*

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