



Big Brothers Big Sisters Child Enrollment Support Specialist Member

The AmeriCorps Child Enrollment Support Specialist will be professional, attentive to detail, and willing to help with special projects related directly to the children and parents/guardians involved in Big Brothers Big Sisters of the Mississippi Valley. They will be responsible for providing high-level customer service in response to all customer and stakeholder child inquiries, leads, and screenings.

TERM OF SERVICE: September 6, 2022 – August 19, 2023

MINIMUM HOURS OF SERVICE: 1200 hours 26 hours a week, between the hours of 8am-5pm weekdays with the ability to serve evenings and weekends as schedules dictate.

LIVING ALLOWANCE: \$12,000.00 **EDUCATION AWARD AT COMPLETION OF SERVICE:** \$4,546.50

SITE SPECIFIC SERVICE ACTIVITIES:

The Member will serve to provide support to the BBBS mentors and children. A strong emphasis is placed on building relationships with parents/guardians.

The AmeriCorps member in this position will:

- Respond to parent/guardian calls, emails, or web inquiries regarding involvement with BBBS or their child's enrollment status. Ensure that all such inquiries receive prompt and informative responses.
- Guide the parents/guardians and children from the point of first contact (inquiry) to active enrollment (interview).
- Identify and work to eliminate any barriers that could interfere with the initial enrollment process for the parents/guardians and children.
- Obtain preliminary contact information, schedule enrollment interviews and send enrollment forms and program information to parents/guardians as needed.
- Persistently and accurately, track and maintain recurring contact with potential families who have not yet begun the enrollment process.
- Conduct outreach to community partners and schools for child recruitment and referrals.
- Enter all inquiries and pertinent data into the BBBS Match Management System, ensuring accuracy and timeliness.
- Consult with Enrollment & Matching team to identify and create compatible matches between mentors and youth.
- Ensure the BBBS National Standards of Practice, Service Delivery Model, and BBBSMV Policies and procedures are being followed at all times.



QUALIFICATIONS:

- Post-secondary education and/or experience in the field of education, recreation, human service, child development, psychology, social work or related field
- Experience working with children and families preferred
- Understanding of best practices in child development, behavior management, developmentally appropriate activities, child safety, etc.
- Ability to interact well with diverse youth and adult populations

PROGRAM EVENTS: The Member is required to attend all professional development and training offered within the City of Davenport AmeriCorps/Youth AmeriCorps Program and group service projects.