



Big Brothers Big Sisters Volunteer Enrollment Support Specialist Member

The AmeriCorps Volunteer Enrollment Support Specialist will be professional, attentive to detail, and willing to help with special projects related directly to volunteer mentors 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 volunteer inquiries, leads, and volunteer 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 potential and enrolling mentors.

The AmeriCorps member in this position will:

- Respond to volunteer calls, emails, or web inquiries regarding involvement with BBBS. Ensure that all such inquiries receive prompt and informative responses.
- Guide volunteers 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 volunteers.
- Obtain preliminary contact information, schedule enrollment interviews and send enrollment forms and program information to potential and enrolling mentors.
- Persistently and accurately, track and maintain recurring contact with potential volunteers who have not yet begun the enrollment process.
- Conduct personal/professional reference calls for enrolling volunteers. Immediately bring any concerns surfacing during reference checking that may influence the volunteer enrollment process to the attention of Enrollment staff.
- Conduct criminal and child abuse background checks for enrolling and active volunteers. Immediately bring any concerns surfacing during background checking that may influence the volunteer enrollment process to the attention of Enrollment staff.
- While conducting reference calls for enrolling and active volunteers, promote the BBBS program and present volunteer options to references and other community members.



- Enter all inquiries and pertinent data into the BBBS Match Management System, ensuring accuracy and timeliness.
- Consult with Enrollment 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.