

Enrollment Specialist Job Posting

Reports to: Chief Program Officer

Location: Rising Sun Mills – based, with travel within the community and local region.

Hours/Workdays: Monday–Friday, 8:30 a.m.–4:30 p.m., with flexibility to work up to two evenings per week and occasional Saturdays as needed.

Salary: \$24.10-\$25.12

Type: Full-Time, Non-Exempt

About the Role

The primary function of this position is to ensure that volunteers and children are appropriately enrolled and matched according to BBBS standards and practices and BBBSRI policies and procedures; that enrollment is conducted to ensure child safety, positive impacts for youth, and satisfying relationships between children and volunteers, and between volunteers/parents and BBBS. Every employee at Big Brothers Big Sisters of Rhode Island and the Donation Center Foundation of Rhode Island (herein referred to as BBBSRI) contributes to our Mission: To create and support one-to-one mentoring relationships that ignite the power and promise of youth.

Customer Relations

- Respond to inquiries in a positive manner promoting BBBS programs; work with the marketing and program teams to determine the best way to get volunteer involvement, obtain preliminary contact information, and schedule enrollment interviews
- Actively recruit mentees for the program
- Send forms or information as needed to volunteers, families or school administrators
- Respond to all calls regarding enrollment status or general information, providing prompt and informative responses
- Check references and conduct background checks for volunteers

Enrollment and Matching

- Work with Match Support Specialists to transition participants from enrollment to match support
- Conduct client enrollments including volunteer, parent/child interviews, child safety education and enrollment processes
- Apply child safety and risk management knowledge, policies and procedures throughout all aspects of the job function; identify child safety issues for volunteers, children and their families
- Clearly document all match details, conversations, and records in the agency database
- Review and follow up on references as necessary to gain additional data to complete the assessment process
- Conduct volunteer and client reassessments/updates as directed
- Assess volunteer “fit” to BBBS; review enrollment information and assessments and make recommendations for program participation; align volunteer interests and qualifications with agency service options; consult with other staff and/or supervisor as appropriate

- Maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data
- Determine matches and facilitate match meetings, accommodating volunteer and family schedules

Other Duties

- Coordinate volunteer trainings and youth/family orientations to provide ongoing, timely and appropriate education to volunteers, youth and families
- Develop and maintain positive working relationships with faith-based, community, school and business leaders in the service area to educate them on the agency's mission, promote involvement in agency activities, and gain their support
- Research, schedule and plan outreach activities to mentees and families, and when needed, mentors
- Assist with outreach and fundraising events, including the four mandatory fundraising events: Bowl for Kids' Sake, The Big Breakfast, Welcome to Summer and PVD Walk
- Provide Mission Moments to the Development & Marketing Department on a consistent basis
- Provide timely content for the mentor newsletter, Facebook groups and website
- Provide match support coverage as needed
- Other duties as assigned

Ideal Candidate Is Someone Who:

- Acts in an ethical manner reflecting core values of integrity, transparency, accountability, respect and responsibility
- Models openness, honesty and accountability to colleagues, volunteers, donors and all others involved with BBBSRI
- Works effectively with a team of diverse human services professionals
- Is comfortable with community engagement and committed to program quality assurance
- Demonstrates strong interpersonal, decision-making and documentation skills

Required Qualifications

- Bachelor's degree in social work, human services, or a related field required
- Must have a car, a valid driver's license, and meet state-required automobile insurance minimums

Preferred Qualifications

- Experience working with diverse populations, both child and adult
- Specific assessment, intake or interview experience
- Demonstrated success working effectively with a team of diverse human services professionals, community engagement, and ensuring program quality assurance

Important to Know

- This role is generally based in an office environment with a usually moderate noise level

- Employee is regularly required to stand, walk, sit, use hands to finger, handle or feel, reach with hands, balance, stoop, kneel or crouch, and talk or hear
- Must occasionally lift and/or move up to 25 pounds
- Must be able to travel to other locations within the community and local region, and is occasionally exposed to outside weather conditions
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job

Application Process

Please submit the following to HR@Bigsri.org with the subject: Enrollment Specialist

Application

- Resume
- A brief cover letter