

## **BILINGUAL ENROLLMENT SPECIALIST JOB DESCRIPTION**

Big Brothers Big Sisters of Central Nebraska (BBBS) was founded in 1967. Operating as an independent 501(c)(3) with its own local Board of Directors, BBBS serves Hall, Hamilton, Howard, and Merrick counties.

Big Brothers Big Sisters of Central Nebraska believes that inherent in every child is incredible potential. We create and support meaningful matches between volunteers (Bigs) and youth (Littles), ages six (6) through eighteen (18). We develop positive relationships that have a direct and lasting effect on the lives of young people as they strive to do well in school, adopt healthy behaviors, avoid risky behavior, build healthy relationships with peers and family, and claim bright futures for themselves.

### **MISSION**

Create and support one-to-one mentoring relationships that ignite the power and promise of youth.

### **VISION**

All youth can achieve their full potential.

### **WHY SHOULD YOU JOIN OUR TEAM?**

Joining Big Brothers Big Sisters of Central Nebraska offers a unique opportunity to make a profound impact on our community's youth. As the Bilingual Enrollment Specialist, you will welcome volunteers, youth, and their families to Big Brothers Big Sisters. This role not only allows you to create a friendly environment, and shape the experiences for participants, it also allows you to provide the first steps in creating meaningful and healthy mentoring relationships. You will also collaborate with dedicated professionals, volunteers, and stakeholders committed to igniting positive change.

### **IF THIS EXCITING CHALLENGE SPEAKS TO YOU AND IF THIS DESCRIPTION DESCRIBES YOUR INTEREST AND SKILLS, WE ARE LOOKING FOR YOU!**

Big Brothers Big Sisters of Central Nebraska's Bilingual Enrollment Specialist will be a motivated, engaging, curious, and kind individual passionate about assisting our community's youth to achieve their full promise and potential through one-to-one mentoring, group mentoring, and other supportive programming.

This individual will be passionate about youth safety and well-being, enjoy conversation and getting to know others, while utilizing professional skills of discernment, quality customer service, and exhibit an inclusive, asset-based customer service and growth mindset, deep intellectual curiosity, cultural humility, and competence. The Bilingual Enrollment Specialist is responsible for responding to inquiries of new volunteers and families, remaining in contact with waitlist parties, and the enrollment, interview, screening and matching of potential volunteers and families. They will exhibit a bias toward action, a collaborative spirit, and detail oriented organizational skills.

**ANOTHER REASON WE ARE A GREAT PLACE TO WORK**

- \$17-\$19/hour wage dependent on experience for 40 hours per week
- Annual cost of living salary increases.
- 50% of health insurance premium up to \$150/month
- Generous vacation, sick, and holiday leave package
- Flexible and casual work environment
- Partial phone reimbursement
- Work-related mileage reimbursement

**HERE ARE OUR MUST-HAVES**

- Welcome potential mentors, mentees, and their families with warmth. Respond in a timely manner to all inquiries.
- Assess volunteer appropriateness for BBBS. Conduct volunteer enrollments, including individual orientations, interviews, and completion of any other enrollment processes. Complete home assessments as necessary per program guidelines.
- Conduct client enrollments including parent/youth interviews, youth safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.
- Ensure a high-level of proficiency and skill in applying youth safety and risk management knowledge, policies, and procedures throughout all aspects of job function. Identify youth safety issues for volunteers, youth, and their families.
- Review and follow-up on references as necessary to gain additional data to complete the assessment process.
- Conduct volunteer and client reassessments/updates as indicated.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Review all enrollment information and assessments and make recommendations for participation in the program based on this information. Assess and apply factors contributing to successful match. Effectively align volunteer interests and qualifications with service options of BBBS. Consult with other service delivery staff and/or supervisor as appropriate.
- Provide comprehensive assessments and ongoing support recommendations for volunteer and youth 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.
- Ensure high-level expertise in applying youth safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Share with development and/or marketing staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
- Identify and promote re-engagement of volunteers as Bigs, board members, and donors in other volunteer capacities.
- Consult with other service delivery staff and/or supervisor as appropriate.
- To ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
- Other duties as assigned.

**EDUCATION**

Minimum high school diploma/GED equivalent and meet one of the following criteria:

- A documented bachelor's degree, from an accredited college or university, in a field that is determined by the agency to be appropriate for the position(s), or candidates shall be within six months of degree completion,
- A documented associate degree or two years of higher education experience, from an accredited college or university in a field that is determined by the agency to be appropriate for the position(s) and two years of relevant work experience in related fields, such as social work, counseling, social services, child development, or other related fields as defined by the agency; or
- Four years of relevant work experience in related fields, such as social work, counseling, social services, child development, or other related fields as defined by the agency.

**SKILLS**

- Bilingual in English and Spanish required.
- Detail focused and effective time management.
- Excellent oral and written communication skills reflecting solid customer service both in-person and telephone.

**EXPERIENCE**

- Service in youth or human service organizations preferred.
- Lived experience consonant with our service population preferred.
- Database/CRM experience required with Salesforce experience preferred.
- Strong technology skills required (MS Word, Outlook, SharePoint, Excel, PowerPoint, Teams, Zoom, required)
- Strong key performance indicator/reporting experience preferred.

**If you feel energized by the mission, vision, and responsibilities of this very critical and exciting role, we can't wait to hear from you! Please email your resume to [brenna@bbbscentralne.org](mailto:brenna@bbbscentralne.org).**

**We look forward to connecting with you very soon!**