

SERVICE PERFORMANCE SPECIFICATIONS

POSITION TITLE: Match Support Representative

SUPERVISED BY: Coordinator – Friends First

SUPERVISES: Friends First Volunteers

EFFECTIVE DATE: _____

PURPOSE OF POSITION: To support and guide volunteer and client participants in the Friends First program toward the development of effective mentoring relationships. To supervise volunteer mentors in the delivery of services according to program standards and guidelines. To assess child and family needs and assist in planning services to meet those needs. And to monitor program services and keep thorough records for program files.

ESSENTIAL QUALIFICATIONS:

- Recommended Degree: BA in social services, BSW (MA, MSW, or MPS a plus)
- Experience: Guidance/Social Work/Family Ministry/Teaching
- Recommended: Multicultural Experience
- Regular and predictable attendance.
- Must be able to consistently perform all functions as outlined in “job task” analysis located in the Policy and Procedure manuals.

ESSENTIAL FUNCTIONS:

- Work cooperatively with department and Agency staff for overall program implementation and development
- Monitor relationship between Youth and volunteer, primarily through in-person visits, on a monthly basis
- Be willing and able to carry a caseload of at least 5 matches
- Assess impact of matched relationship on Youth and family
- Identify and coordinate delivery of needed services to Youth and family
- Clarify and develop strategies in conjunction with Coordinator – Friends First to address identified issues of Youth and family, both related to and independent of mentoring relationship
- Explain, interpret, and recommend appropriate Mercy Home for Boys and Girls services to Youth and families
- Maintain thorough, confidential case records for program files
- Provide information and referral to Youth and families when appropriate
- Evaluate effectiveness of program services
- Report regularly on progress of Youth to the Coordinator – Friends First
- Assist Youth/family in setting goals for matched relationship
- Represent program in assessing match effectiveness at annual reviews and the time of match closing
- Conduct individual supervision sessions on a monthly basis with assigned volunteers
- Provide support and encouragement to volunteers
- Act as a resource to volunteers for match needs
- Act as a resource for personal volunteer needs, when appropriate

- Encourage volunteer attendance at program training opportunities and events
- Assist volunteer in setting goals for relationship
- Keep accurate records of time and expenses for monthly billing
- Participate in program evaluation as requested
- Meet monthly with Coordinator – Friends First for supervision and to review and discuss case assignments
- Participate in quarterly Match Support Representative staff meetings
- Act as a resource partner with the Coordinator – Friends First
- Be able to read, analyze, and interpret professional periodicals, professional journals, or governmental regulations.
- Be able to write reports, business correspondence, and procedural manuals.
- Be able to present information effectively and to respond to questions.
- Be able to calculate figures and amounts such as discounts, percentages, and cost per item.
- Be able to solve practical problems and deal with variables.
- Be able to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Be able to talk and hear.
- Be able to stand, walk, sit, and use hands to finger, handle, or feel objects, tools, or controls.
- Be able to reach with hands and arms, stoop, kneel, crouch, or crawl.
- Be able, occasionally, to lift and/or move up to 15 or 20 pounds.
- Be able to use close vision, distance vision, and to adjust focus.

PHYSICAL DEMANDS: The physical demands described above are representative of those that may be necessary by an employee to perform the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed by the jobholder. He/she will be required to follow any other instructions or perform any other duties as requested by his/her supervisor or manager. This is not meant to be an exhaustive list of job duties. Essential elements may change when necessary.

I have read, understand, and can perform the essential functions of this job with or without reasonable accommodation? YES NO (CIRCLE ONE)

If reasonable accommodation is necessary to perform the essential job duties, please identify the accommodation sought:

This job description was accepted by:

Match Support Representative

Date

This job description was approved by:

Vice President of Youth Programs

Date

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