

JOB DESCRIPTION

POSITION TITLE:	Match Support Representative – Friends First
SUPERVISED BY:	Coordinator – Friends First
SUPERVISES:	4-6 Matches (Mentors and Mentees)
SCHEDULE:	Contracted – Approximately 20 hours / month

PURPOSE OF POSITION: To support and guide mentors and mentees in the Friends First program toward the development of effective mentoring relationships. This is accomplished through the supervision and support of the volunteer mentors according to program expectations and guidelines and the assessment and support of the mentee and family through identifying services to meet needs. To monitor program services and keep thorough records for program files.

ESSENTIAL QUALIFICATIONS:

- At least 21 years of age.
- Degree in social services, BSW (MA, MSW, or MPS a plus)
- Must be able to consistently perform all functions as outlined in “job task” analysis located in the Policy and Procedure manuals.
- At minimum, 1 year of experience in social services field, experience with interviewing, assessment and case management is preferred.
- Bilingual (Spanish/English) skills preferred; experience working within a multicultural population.
- A valid Illinois driver’s license, ability to drive a van, maintain a clear driving record, and retain driving approval through the department of Children and Family Services.
- Reliable access to own transportation.
- Regular and predictable attendance.
- Understanding of and adherence to deadlines.
- Willingness to be flexible with hours based on the needs of the program and the schedules of mentors and families served.
- Ability to work both independently and as an active team member.
- Excellent interpersonal, oral, and written communication skills.
- Maturity and sensitivity to cultural and individual differences.
- Ability to maintain professional demeanor while exercising judgment and discretion in work.
- Ability to follow oral and written instructions.
- Ability to read and interpret documents such as operating and maintenance instructions, procedure manuals, and professional journals.
- Proficiency in Microsoft Word and Excel, as well as the ability to become proficient in other software packages and programs.
- Ability to maintain confidentiality.
- Be able to present information effectively and to respond to questions.
- Commitment to the mission, values, and goals of the Agency.

ESSENTIAL FUNCTIONS:

- Provide support and case management to a caseload of 4-6 matches by monitoring relationship between mentor and mentee, primarily through in-person visits, on a monthly basis.
- Develop appropriate case goals for each match in the program.
- Supervise matches to assure efficient and effective support and application of program resources.
- Provide information about referrals to Youth and families when appropriate.
- Refer families with additional needs to the program’s Family Services Coordinator.
- Participate regularly in Full Staff Meetings, and ongoing training sessions.

- Maintain thorough and confidential documentation of activities, plans and goals of matches and submit reports monthly to Coordinator – Friends First.
- Work cooperatively with the Friends First program and Agency staff for overall program implementation and development.
- Clarify and develop strategies in conjunction with Coordinator – Friends First to address identified issues both to and independent of mentoring relationship.
- Represent program in assessing match effectiveness at annual reviews and the time of match closing.
- Encourage match attendance at program training opportunities and events.
- 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.
- Provide assistance in the planning and facilitation of Friends First events as requested or necessary.
- Assist with program initiatives and processes as necessary.

RECEIPT AND ACKNOWLEDGMENT:

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- This job description in no way states or implies that these are the only duties to be performed by the jobholder. Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Agency.
- I have read and understand this job description.

This job description was accepted by:

Match Support Representative

Date

Mercy Home for Boys & Girls (The Mission of Our Lady of Mercy, Inc.) is a non-profit Illinois Corporation and an equal opportunity employer.