

Match Support Specialist

Full Time | Boise, Idaho

The Opportunity

We are seeking a Match Support Specialist to support the volunteers, children, and families enrolled in our program. Match Support is the "Secret Sauce" of our organization's success. In this role, you will work directly with participants to ensure child safety, foster positive youth development, and maintain high standards of relationship sustainability.

Who We Are

Big Brothers Big Sisters of Idaho is on a mission to create bright futures through mentorship. We hold a vision that every young person will graduate from high school with a plan for their future and a mentor whose impact will last a lifetime. We are a dynamic, mission-driven team of professionals who are empowered, engaged, and ambitious. We work collaboratively and boldly, never afraid to challenge the status quo if it means a better future for Idaho's youth.

The Perfect Candidate

You are the right fit if you are an independent thinker, a self-starter, and someone who is energized by people. You are a mindful listener who can remain calm and professional during difficult or emotionally charged interactions, and you aren't afraid to navigate challenging coaching conversations. Beyond core caseload management, you will also have the opportunity to lead a special project: managing our brand-new High School Bigs program (launching fall 2027).

To Apply

Please send your resume and a cover letter detailing why you are the perfect fit for this role to Kris at kbryant@bbbsidaho.org.

What You'll Do

- **Stellar Caseload Management:** Serve as the primary bridge between the BBBS mission and match participants. Complete consistent, interactive monthly/quarterly outreach (via phone, text, email, and in-person) to meet or exceed agency and national standards.
- **Relationship Coaching & Support:** Provide ongoing coaching, training, and solution-focused resources to volunteer Bigs, Littles, and parents/guardians to sustain long-lasting relationships.
- **Child Safety & Assessment:** Continuously assess match health and document relationships with a strict focus on child safety. Identify potential threats to a child's well-being both within and outside the match, delivering necessary and strategic interventions.



- **Data & Compliance Excellence:** Maintain accurate, up-to-date, and detailed documentation within Matchforce (our federation database). Utilize data to track outcomes, fulfill grant requirements/MOUs, and facilitate the match closure and re-match process when necessary.
- **Meet & Greet:** Conduct intentional, in-person match introductions between families and volunteers to spark early relationship development and ensure a smooth transition from enrollment to active support.
- **Specialty Program Coordination:** Support the strategic planning, launch, and ongoing implementation of the High School Bigs program, alongside managing site-based programming at assigned locations.
- **Community Integration:** Collect impactful photos and stories from the field to champion the agency's broader efforts.

What You Bring

- **Mission & Values Alignment:** A deep commitment to living out BBBS Core Values. Dedicated to working inclusively with diverse populations and cultures.
- **Experience:** A Bachelor's degree or 4+ years of relevant work experience is required (Human Services or Youth Development backgrounds preferred). Experience with intake, interviewing, or child/adult behavioral assessment is a major plus.
- **Communication Skills:** Exceptional written and verbal communication skills; someone who is highly comfortable on the phone and writes in a clear, concise, and professional manner.
- **Execution & Tech Savvy:** Strong attention to detail, time management, and the ability to multitask in a fast-paced environment. Proficient with Microsoft Suite and database experience (especially Salesforce/Matchforce) is a significant advantage.
- **Growth Mindset:** Coachable, eager to grasp new skills quickly, and committed to participating in 20 hours of professional development annually.
- **Logistics:** A valid Idaho driver's license, a good driving record, and access to a reliable, fully insured vehicle. Must successfully pass a comprehensive background screening (including fingerprinting and a Motor Vehicle check).

What's in it for You

We believe taking care of our team is just as important as taking care of our mission. Your total compensation includes a salary range beginning at \$40,000 (DOE) plus a comprehensive benefits package valued at an additional \$5,000-\$8,000:

- **100% Company-Paid Health Coverage:** Medical, dental, and vision insurance at zero cost to you.
- **Retirement Security:** A SIMPLE IRA with a company match to invest in your future.
- **Student Loan Forgiveness:** We are a qualifying employer under the Public Service Loan Forgiveness (PSLF) program.
- **True Work-Life Integration:** Generous PTO, flexible daily scheduling, work from home opportunities, and a casual "dress for your day" culture.
- **Extra Time to Unplug:** In addition to federal holidays, we feature two annual paid week-long holiday shutdowns so the entire team can rest.

