



## MATCH SUPPORT SPECIALIST AMERICORPS MEMBER

**Member Name:****Program Name:** Big Brothers Big Sisters of the Mississippi Valley**Service Location:** 3247 E 35<sup>th</sup> St Ct, Davenport, IA 52807**Site Supervisor:** Lindsay Mercer**Start & End Dates:** 9/5/23 – 8/17/24**Member Term:** ¾ Time – 1,200 Hours**Living Allowance:** \$15,000 (\$600/2wks)**Education Award:** \$4,826.50**Connection to Purpose and Goals of AmeriCorps Program:**

Big Brothers Big Sisters (BBBS) believes all youth should have the tools to achieve their full potential. BBBS creates and supports one-to-one mentoring relationships that ignite the power and promise of youth. With the support of BBBS, Bigs (adult mentors) and Littles (youth enrolled in the program) spend time both individually and in group activities providing consistent positive role models, adult friends, and nurturers of possibilities. These are all contributors to the key elements of strong developmental relationships.

The primary function of this AmeriCorps service position is supporting the Bigs, Littles and parents/guardians enrolled in the program. Match Support Specialist AmeriCorps Members ensure child safety, promote positive impacts for youth, foster constructive and satisfying relationships between children and volunteers, and cultivate a strong sense of affiliation with BBBS for all program participants.

**Description of anticipated service schedule:**

The Match Support Specialist AmeriCorps Member will serve a minimum of 26 hours per week between the hours of 7am and 7pm Monday thru Friday with ability to serve weekends as their schedule dictates.

Members may be asked to serve at special events and activities within the grant partnership that may be outside of the member's normal service hours. On a quarterly basis, Site Supervisors and Members will review the Member's hours served to date in OnCorps and their future service hours to insure they will successfully complete all required hours within the contract terms.

\* Sick or personal leave, and holidays are allowed, but such time off does not count towards the required number of hours needed to successfully complete the term of service. There are additional benefits offered if the member has a compelling personal circumstance.

**City of Davenport AmeriCorps Program - Related Service Activities:**

- Participate in the City of Davenport/AmeriCorps Program required service activities including:
  - Sept 11<sup>th</sup> – Service project held during daytime hours
  - MLK Day (3<sup>rd</sup> Monday of January) – Service project held during daytime hours
  - AmeriCorps Week (2<sup>nd</sup> or 3<sup>rd</sup> week in March) – Activity held during daytime hours
  - Trainings (as scheduled) – Typically Mon-Fri, with 2 times available to choose from



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- Participate in at least 2 of the below listed City of Davenport community events to serve at
  - Red, White & Boom (July 3<sup>rd</sup>) – Evening event
  - Party in the Park (Jun-Aug Dates TBD)
  - Family Fun Saturdays (Every 3<sup>rd</sup> Sat May - Sept)
  - Movies in the Park (Dates TBD)
  - Youthfest (Date TBD)
  - Community Egg Hunt (Date TBD)

**Position/Site Specific Member Service Activities (if applicable):**

- Maintain professional relationships with elementary, middle and/or high school contacts within the assigned territory.
- Ensure that ongoing match support of all stakeholders involved in assigned caseload of up to 60 matches is provided promptly and within the BBBS Standards of Practice and Service Delivery Model.
- Ascertain through scheduled in-person, telephonic and electronic contact with matches, that the elements of child safety, risk management, match relationship development, positive youth development and volunteer satisfaction are fulfilled and any potential problems or barriers are identified and addressed as early as possible.
- Monitor child and adult volunteer relationships to ensure they promote positive youth development and volunteer satisfaction.
- Effectively assess and execute necessary relational support skills, such as: guide, support, confront, advise and/or negotiate; relate well in multicultural environments.
- Develop strategic interventions to identify and strengthen match relationships that require extra support.
- Conduct match evaluations when needed.
- Conduct in-person or telephonic exit interviews with all match stakeholders when closing matches. Assess the reasons for the match closure and the potential for re-matching the child and/or the volunteer.
- Provide timely and comprehensive written summaries of all contacts following all BBBS standards in the MatchForce match management system.
- Administer match surveys and satisfaction measurement tools when needed.
- Answer and route incoming phone calls.
- Participate in BBBS activities and events including, but not limited to:
  - **Match Anniversaries** – Monthly (minus December) 11 total – Plan & execute 1 per quarter, along with 3 other staff/AmeriCorps members.
  - **Major Annual Match/Family Events** – 4 per year (Spring into Adventure, Fall Event, Putt-a-Round Match Night, and Annual Picnic) - Planned & executed by Enhancements team, all staff/members asked to attend/assist.
  - **Match Activities (outside of 4 main match/family events)** – Average of 36 throughout the year – Attend/assist with at least 1 per quarter, as needed.
- Program Volunteers recruited and/or managed by AmeriCorps members will not participate in prohibited activities as outlined in the approved grant.
- Members may engage in other allowable activities that are not specifically outlined in the position description, but that support the AmeriCorps program design, and which will help the



Program meet its goals. Under no circumstances will members be asked to perform prohibited activities.

**Desired Skills/Qualifications:**

- Post-secondary education and/or experience in the field of education, recreation, human service, child development, psychology, social work or related field
- Experience working with children and families preferred
- Understanding of best practices in child development, behavior management, developmentally appropriate activities, child safety, etc.
- Ability to interact well with diverse youth and adult populations
- Ability to complete provided Iowa and Illinois Child Abuse Mandatory Reporter Certifications within 30 days of service contract start date

**Physical Requirements:**

- Walk and carry materials up and down steps
- Stand and walk for extended periods of time
- Lift 30 pounds
- Bend, squat, and kneel

**AmeriCorps Service Eligibility Criteria:**

- Have or will obtain diploma/GED before the service contract start date (**HOWEVER**, this specific service position with BBBS also requires the post-secondary education or experience outlined above).
- Be 17 years or older at the start of service (no upper age limit)
- Pass a national service criminal history check prior to first day of service
- Hold one of the following citizenship statuses: US citizen, US national, or Lawful Permanent Resident

**AmeriCorps Service Benefits:**

- Education Award received upon successful completion of their term of service.
- Living Allowance
- Childcare coverage, for qualifying members
- Student loan forbearance and interest payments for eligible loans

**Performance Evaluation & Reporting Requirements:**

- Regular one-on-one Member Performance Evaluations with Site Supervisor throughout the term of service
- Regular submission of member timesheets and mileage expense reports

**AMERICORPS PROGRAM CONTACT INFORMATION & SIGNATURES**

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