



Position Title: CASE MANAGER

Position Type: Full-time, non-exempt

Location: Evansville, Indiana

Reports to: Program Manager

Starting Rate: \$24,960/Year

Agency Summary: The mission of Big Brothers Big Sisters is to provide children facing adversity with strong & enduring, professionally supported one-to-one relationships that change their lives for the better, forever.

Position Summary: The Case Manager's main responsibility is conducting program enrollment and/or match support to ensure child safety, outcomes for youth, constructive & satisfying relationships between children, volunteers, & guardians, & a strong sense of affiliation with BBBS in accordance with network best practices, Big Brothers Big Sisters of America (BBBSA) Program Standards of Practice, & Service Delivery Model. In addition, the Case Manager will facilitate volunteer enrollment while executing a high degree of independent judgment. Excellent customer service is expected to be demonstrated through the entire enrollment, matching, & match support cycle.

Main Job Duties:

- Timely, consistent, documented contact with volunteers, guardians, & children currently supported in our one-to-one mentoring programs
- Build rapport with all match parties to build commitment to the match relationship & agency affiliation demonstrated by responsiveness & participation in agency activities
- Coach match parties, & work toward resolution of issues to facilitate match longevity
- Effectively administer & utilize outcome surveys to assess match strength & impact
- Provide a high level of customer service to volunteers, guardians, & children from inquiry to matching during the enrollment process
- Assess volunteer applicants through interviews, reference calls, background checks, & other means for suitability & match preferences
- Work with other staff members to carefully match volunteers, review potential matches with all parties, & facilitate match introduction meetings
- Participate in match activities & other events that build a foundation for sustainable agency funding

Accountable For:

- Individual performance on goals & objectives including match support, match retention, outcome measurement compliance, volunteer processing time, & quality assurance ratings
- Compliance with BBBSA Program Standards of Practice & Service Delivery Model
- Engagement of volunteers & guardians as demonstrated by responsiveness & event participation

Minimum Requirements:

- Bachelor's Degree
- Reliable transportation with valid driver's license; willingness to travel to clients, homes, schools, etc.
- Able to work flexible hours & occasional evenings/weekends to meet agency & client needs
- Must pass criminal history background check & pre-employment drug screening
- Experience in a youth-serving field working with guardians & volunteers highly preferred

To Apply: Send cover letter & one-page resume to Andrew Backes info@mentoringkids.org. Cover letter should include why you want to work for Big Brothers Big Sisters.

Equal Employment Opportunity - Big Brothers Big Sisters provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act - Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Job Responsibilities - The above statements reflect the general duties, responsibilities & competencies considered necessary to perform the essential duties & responsibilities of the job & should not be considered as a detailed description of all the work requirements of the position. The organization may change the specific job duties with or without prior notice based on the needs of the organization.