

Enrollment Specialist

Position Summary

The Enrollment Specialist is responsible for ensuring that volunteers and children are appropriately enrolled and matched, with a focus on longer, stronger relationships, while executing a high degree of independent judgement when utilizing BBBSLI standards and practices.

Accountability

The Enrollment Specialist will report to the Enrollment Program Manager.

Essential Responsibilities

- Assess and enroll potential volunteers, children, and parents/guardians which includes collateral, background checks, references, interviews, and database documentation. The assessment/interview can be conducted in the agency, school, or community, and includes but is not limited to safety information, orienting and completing documents needed for enrollment or re-matching purposes, and determining eligibility of all applicants.
- Ensure consistent and timely follow through on the completion of all documents and required checks used to determine the volunteer and/or child's eligibility.
- Assess and provide for individual training needs, information and support needs for each match participant to assure a positive youth and development experience for the child and successful and satisfying experience for the volunteer
- Maintain customer service at levels exceeding expectations of our volunteers, parents, and children. Provide timely and comprehensive assessments, as well as recommendations for the volunteer and child, to assist in determining best program option.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Works with families who are waiting to be matched, to ensure on-going engagement.
- Place volunteers and youth in potential mentoring matches.

Qualifications/Requirements

- Bachelor's degree in social services, human services or a related field.
- Minimum 2 years of relevant experience
- Prior experience working with diverse child and adult populations
- Specific assessment, intake or interview experience preferred.
- Must have a thorough understanding of case work practice and record keeping.
- Must have the ability to develop supportive relationships with volunteers, clients and families.

- A non-judgmental attitude and broad knowledge of the community and social issues are also necessary.
- Good organizational, written and communication skills are required.

A successful Enrollment Specialist will have the ability to collect meaningful data and be able to draw solid conclusions; will be able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds and styles. The ability to practice active and attentive listening skills to verify understanding, translate what is heard, observed or assessed into documentation that is accurate, concise and clearly communicates key information to others is necessary in this role.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand, sit, reach with hands and arms, talk, and hear. The employee is occasionally required to walk and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

FLSA Status

Non-Exempt

Position Location

Westbury, NY 11590 or Islandia, NY 11749

We offer a competitive salary, a comprehensive benefit package including medical, dental, vision, retirement plan and student loan reimbursement assistance and generous paid time off.

Please submit cover letter, including salary requirements, and resume via mail, email or fax to:

Carmelina Vassallo
Director of Human Resources
145 Sycamore Avenue
Islandia, NY 11749
cvassallo@bbbsli.org
fax (631)232-7955

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