



Program Supervisor - Enrollment

JOB SUMMARY

The Enrollment Supervisor oversees all aspects of the volunteer and child enrollment process and ensures that the Islandia Enrollment team effectively implements enrollment and match practices in accordance with the BBBSLI brand and BBBSA Standards of Practice.

ACCOUNTABILITY

The Enrollment Supervisor will report to the Chief of Programs.

RESPONSIBILITIES

- Provide Supervision to Enrollment Specialists, Customer relations and Enrollment Interns.
- Responsibilities may include Assisting and overseeing Site Based enrollment processes.
- Provide statistical information and reports to Chief Program Officer monthly and/or on an as needed basis.
- Maintain/oversee updated information in computer database for volunteers and clients.
- Assist in hiring, training and supervising Enrollment Specialist(s) and or student interns.
- Oversee, flow of volunteer and client applications.
- Assess volunteer eligibility to participate in Big Brothers Big Sisters. Conduct volunteer enrollments, including contacting new inquiries, individual orientations, interviews, home-visits and completion of any other enrollment processes.
- Reach out and follow up on prospective applicants to pursue enrollment.
- Conducts volunteer interviews, writes assessments, and works with the team to complete each step of the enrollment process.
- Continually develops skills and knowledge through Agency provided trainings and shares information with volunteers to ensure they have all the information they need to be successful.
- Maintains accurate volunteer records in an online database.
- Fingerprints potential volunteers for FBI clearances
- Conduct client enrollments including parent/child interviews, child safety education and enrollment processes.
- Assess and refer families for alternative or additional services as needed. Engage Ready to be Matched (RTBM) youth and families conducting regularly scheduled update calls and activities.
- Review and follow-up on references as necessary to gain additional data to complete the assessment process.
- Conduct volunteer and client reassessments/updates as indicated.
- Conduct volunteer and parent training.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.



- Provide comprehensive assessments and match support recommendations for volunteer and child participation in the program based upon assessments of each individual volunteer. Maintain accurate and timely records for each match according to standards and utilize technology to report, synthesize and analyze data.
- Determine matches and facilitate in-person match meetings to set the tone of a successful match with the highest level of customer service. Accommodate volunteer and family schedules.
- Ensure high-level expertise in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function.
- Effectively assesses and executes the following relational support skills: guiding, supporting, confronting, advising and/or negotiating.
- Use assessment skills to identify any potential problems and barriers within matches as early as possible, coaching parties and intervening as needed toward successful resolution.
- Share with Chief Program Officer potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
- Support a culture of philanthropy by identifying and fostering potential donor relationships; identifying potential corporate/business partnerships; engaging in events which benefit the agency.
- Represent the agency in a positive manner in the community.
- Operate as a strong internal collaborator: maintain awareness of all agency opportunities for Littles, Bigs and other stakeholders.
- Support additional projects, as determined in collaboration with supervisor (e.g., mentor training, constituent newsletters, events, etc.).
- Attend/complete appropriate meetings and training as directed by supervisor.
- Attend and aid in agency events.
- Performs other duties as assigned by supervisor.

QUALIFICATIONS

- MSW or MA in related field
- Bi-lingual (Spanish/English) preferred.
- Experience in the social services field preferred
- Familiarity with psychological diagnoses and medications preferred.
- Strong verbal and written communication skills
- Intermediate knowledge of Microsoft office (Outlook, Word)
- Clean NYS Drivers license
- Ability to travel throughout Nassau/Suffolk Counties

**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

Exempt

Schedule

Monday - Friday

Monday & Friday – REMOTE

Wednesday & Thursday – 12:30pm – 8:30pm

Location

Islandia, NY

Salary

Range from \$58,000 - \$63,000.

Benefits

We offer a competitive salary, a comprehensive benefit package, which includes medical, dental, vision, retirement plan & STUDENT LOAN REPAYMENT ASSISTANCE as well as generous paid time off and a flexible, remote/in-office, hybrid schedule and MORE!

Application Instructions

Please submit resume with cover letter, including salary requirements, to:

Carmelina Vassallo, Director of Human Resources

cvassallo@bbbsli.org

Fax: 631.468.6798