



Coastal Office
305 Bond Street, 2nd Floor
Asbury Park, NJ 07712

Northern Office
21 Western Ave, 1st Floor
Morristown, NJ 07960

TITLE CASE MANAGER
CLASSIFICATION FULL-TIME REGULAR
FLSA STATUS EXEMPT
SUPERVISOR PROGRAM MANAGER

POSITION DESCRIPTION

One of the most rewarding ways to get involved with Big Brothers Big Sisters is to work with us. A career with **Big Brothers Big Sisters of Coastal & Northern New Jersey** is an opportunity to merge your talents and personal values with your desire to make a difference.

Every day, we are changing the perspectives of children through one-to-one mentoring. With the support and guidance of a mentor our youth see their potential more clearly and dream bigger about their future. **Our success is a result of committed and inspired employees, working together to make a lasting impact on America’s youth, schools, and communities.**

The **Case Manager** position is responsible for intake, enrollment, matching and managing a blended caseload of children, volunteers, and parents across all mentoring program models of the agency - Community Based, School Based, College, Youth Empowerment, Bigs in Blue, and any other program models that are implemented. In addition, this position is responsible for the coordination and facilitation of group mentoring programs.

Essential Duties & Responsibilities

- Assess volunteer applicants through extensive screening and enrollment process including initial inquiry/orientation, processing applications, interviews, and volunteer training sessions.
- Conduct parent/child enrollments including individual orientations, interviews, and child safety education.
- Ensure a high-level of proficiency and skill in applying child safety and risk management knowledge, policies, and procedures throughout all aspects of job function.
- Determine matches between adult volunteers and youth enrolled in the program based on application process that includes interviews, references, and training sessions.
- Facilitate match meetings between adult volunteers, youth, and parent/guardian to ensure all understand match rules and responsibilities and assess the match connection.
- Manage a blended caseload and provide match support ensuring the elements of child safety, match relationship development, positive youth development and volunteer satisfaction are fulfilled, and that potential problems and barriers are identified and addressed as early as possible.
- Conduct exit interviews with all parties at match closures, assessing reasons for closure and re-match potential.
- Serve as a lead facilitator for programs, corresponding with partnering school/company contacts and providing updates to Regional Program Manager and Director of Programs.
- Create program activities and facilitate sessions at schools and/or companies.

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- Attend, present, and represent agency as needed at site visits, community events and activities for Bigs & Littles, recruitment/awareness events, fundraising events, and any other opportunities that arise.
 - Assist with training interns required to complete field placement hours through BBBS organization.

Qualifications

- Bachelor's degree in social work, psychology, education, or related field.
- Experience working with both children and adults in diverse populations. Specific assessment, intake, or interview experience preferred.
- Must have a valid driver's license, a vehicle, and meet state required automobile insurance minimums.
- Flexible work hours required to meet the needs of volunteers, youth, parents/guardians, and families we support.

Required Skills and Abilities

- Spanish Speaking preferred.
- Excellent oral and written communication skills reflecting solid customer service.
- Proficiency in Microsoft Office including Word, Outlook, and Excel.
- Ability to form and sustain appropriate child and adult relationships.
- Effectively assess and execute the following relational support skills: guiding, supporting, confronting, advising and/or negotiating.
- Relate well in diverse environments.
- Maintain confidentiality throughout daily operations.
- Effectively collaborate with team.
- Public speaking skills to effectively lead activities and presentations as needed with school programs, corporate partners, volunteer training, and occasionally presenting on behalf of the agency.
- Be willing to travel within BBBS CNNJ service area as needed.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Contents may be subject to change to meet the needs of the organization.