



Clinical Match Advisor

OUR PURPOSE: To clear the path to a child's biggest possible future.

Standing Together To Defend Potential: In a world of causes, we make a difference by creating professionally supported, one-to-one mentoring matches for kids 6 to 18 years old, to help realize their full potential. Research proves that youth enrolled in BBBSNH are more likely to improve in school and in their relationships with family and friends and are less likely to skip school or have substance misuse. BBBSNH has been recognized as a leader in the non-profit industry and 120 years in the national BBBS network; winning the National BBBS both Quality Award Winner in 2015 and Agency of the Year Nominee in 2013. Other awards include Non-Profit of the Year 2019 by Exeter Hospital and Community Partner of the Year 2022 by Seacoast Outright. Our mission and reputation attract a very talented pool of employees and our culture helps us retain that talent.

POSITION SUMMARY: The Clinical Match Advisor will work closely as part of the Programs team specializing in helping build positive Youth Outcome Development solutions that will support the match, youth and family for the longevity of the match. This position is responsible for assessing matches that have a high level of need due to risk factors, providing coaching, maintaining contact and documentation with matches on caseload as well as provide coaching for other matches that may not be on caseload. A Clinical Match Advisor will assess needs of high-risk families and matches and be asked to curate or facilitate Parent, Youth and Volunteer Trainings on specialized topics. While maintaining a match caseload and providing ongoing support to the team, this position will also assist in facilitating a robust internship program, including supervising Masters of Social Work MSW interns. This position requires a flexible schedule in order to meet the needs of program participants and may require working occasional evenings. This position reports to the Manager of Match Impact.

This is a full time (40 hours per week), statewide position, based in our business office located in Manchester, NH. This position will require travel within our service regions – specifically the Central region. This position also allows for flexibility in the daily work day and can include remote work, based on excellent job performance. As a member of the BBBSNH team there will be an expectation to participate in occasional evening and weekend fundraisers and other events.

DUTIES & RESPONSIBILITIES:

- Provide friendly, approachable customer service and represent BBBSNH and our mission and a professional and positive manner.
- Use recurring telephone, electronic or in person forms of communications to determine that elements of child safety, positive relationship and youth development indicators, and signs of a sense of affiliation with BBBSNH are present within each match.
- Identify and address real and/or potential problems and barriers in the match as early as possible. This may include providing information, services or referrals to families of youth.

- Effectively utilize online reporting systems and surveys to assess match impact and youth development.
- Effectively document all contacts with program participants.
- Conduct match closure for closing matches including conducting exit interviews by phone or in person, if necessary. Assess reasons for match closure and re-match potential.
- Identify and promote re-engagement of volunteers as Bigs, board members and donors in other volunteer capacities.
- Facilitate initial in-person meeting between Bigs, Littles, and Parents/Guardians in your primary office or region. This including reviewing ground rules and expectations in order to lay the foundation for a successful relationship. Business Office: 3 Portsmouth Ave. #2, Stratham, NH 03885 ● Develop, promote, and implement group match activities or training to support ongoing volunteer involvement with the child and BBBSNH.
- Assist in the evaluation of program services and identify strategies to increase positive youth outcomes.
- Provide onboarding of MSW interns, ongoing weekly supervision and maintain paperwork of interns, including evaluations and process recordings.
- Attend statewide BBBS fundraising events as required by supervisor, CEO, or designee.
- Develop or curate, facilitate and lead training (including but not limited to Volunteer Training, ongoing trainings and other supports for team and matches).
- Promote the mission and excellent customer within and outside the BBBSNH network.
- Additional duties as assigned.

CLINICAL CASE SUPPORT DUTIES:

Clinical Match Advisors act as care coordinators evaluating the needs of clients (i.e. youth, families and volunteers.), identify the needs of the match, and create a plan including the Youth Outcome Development Plan (YODP) to help the match succeed. Additionally, Clinical Match Advisor's help to navigate referral needs and for evaluating the effectiveness of the care plan, training and services BBBS provides.

Clinical Match Advisors work with identified high-risk youth at the time of enrollment process or when an issue arises in a match already paired so they may help effectively manage the delivery of services and set the match up for success. Once they have identified clients' needs and created a care plan, they will continue to work with the match as long as needed with the ultimate goal of the match no longer needed elevated services. Clinical Match Advisors will also have high-risk matches assigned to them.

- Assess the needs of the match while identifying needs of the family in order for the match to be successful.
- Working with clients, family and friend support networks and health care professionals to put care plans in place.
- Listening to clients' concerns and providing counseling, coaching, training or intervention as required including possible referral for other services needed and not provided by BBBS.
- Recording clients' progress including documenting referrals and other interactions essential to quality documentation in Matchforce.
- Evaluating clients' progress periodically and making adjustments as needed to improve youth outcomes.

EDUCATION & QUALIFICATIONS:

- Master of Social Work degree, with a background in youth development and 2+ year's prior experience preferred.
- Excellent attention to detail, written, organizational and verbal communication skills are essential.
- Ability to lead meetings and presentations, and ability to interface with all levels of staff, external partners, volunteers and clients.
- Must be a proactive, collaborative team player that possess a strong customer service skills.
- Possesses the ability to work independently and successfully manage internal and external relationships.
- Communicate effectively, balance multiple demands, and find creative solutions to challenges.
- The ability to evaluate systems and drive positive change.
- A willingness to work evenings and weekends as needed to support fundraising events, match activities and promote the mission of BBBSNH.
- Experience in customer relations with ability to build rapport.
- Highly reliable self-starter; can be counted on to complete assignments.
- Ability to sit or stand for long periods of time as needed. Ability to lift 40 - 50 pounds as needed.
- Access to reliable transportation.

WORK ENVIRONMENT: BBBSNH is proud to offer competitive pay, a generous benefits package, ample vacation days, and a fun office environment where the average tenure for staff is greater than five years. Management believes in helping our staff members learn and grow, offering professional development opportunities whenever applicable. We also believe in the work hard, play hard motto as we plan staff outings where we step away from our day-to-day operations and focus on connecting as a team every other month. This position will provide support statewide but is based primarily in our Manchester office and will require occasional travel within the region to best meet the needs of our internal and external team members. This position also allows for flexibility in the daily work day and can include remote work, based on excellent job performance. As a member of the BBBSNH team there will be an expectation to participate in some evening and weekend events. BBBSNH values diversity and inclusion and we are proud to be an Equal Opportunity Employer.

Revised and Approved SK 04-01-24