



Match Support Specialist

Part-Time | 10–14 hours/week | Hybrid

Who We Are:

Big Brothers Big Sisters Greater Fredericksburg (BBBS) creates and supports one-to-one mentoring relationships that ignite the power and promise of youth. Research shows that consistent, caring adult mentors help young people build resilience and reach their full potential. Our team works together to ensure every mentoring match is safe, supported, and successful.

What You'll Do:

- **Provide Match Support:** Maintain regular, scheduled contact with volunteer mentors, youth, and parents/guardians in compliance with BBBS national standards, focusing on child safety, relationship health, and positive youth development.
- **Manage a Caseload:** Maintain an assigned caseload of community-based mentoring matches, including taking on new matches as capacity allows.
- **Maintain Ongoing Communication:** Schedule, send reminders, and conduct monthly match support contacts primarily by phone during the first year of a match and quarterly thereafter.
- **Utilize Technology:** Accurately document match support contacts, surveys, and communication in an online database (similar to Salesforce), while maintaining quality match support scores and match support completion rates.
- **Collaborate with Staff:** Work with other BBBS team members to support program goals and the mission.

Other Responsibilities May Include:

- Assisting with volunteer recruitment and enrollment.
- Conducting background and reference checks.
- Supporting group match activities and special programs, including Bigs in Schools.

What We're Looking For:

- Bachelor's degree in Human/Social Services, Education, Psychology, or related field.
- Experience working with children, families, or volunteers in a support, case management, or human services role.
- Strong communication skills and ability to build rapport with diverse families.
- Comfortable communicating on the phone, in email, and through text messaging.
- Skilled in using technology/databases and managing detailed documentation.
- Organized, reliable, and able to work independently.
- Flexible availability, including some evenings or weekends.



Why You'll Love Working Here:

- **Starting Pay:** \$16–\$18/hour.
- **Schedule:** 10–14 hours per week with flexible hours.
- **Work Environment:** Hybrid role with mostly remote work and some in-person interaction.
- **Impact:** Meaningful, mission-driven work supporting life-changing mentoring relationships.

To Apply:

- Apply by **Monday, February 9, 2026.**
- Please send your resume and a cover letter to Sandra Erickson, Executive Director, at info@bbbsfred.org. Join our team and help make a difference for local youth.

Big Brothers Big Sisters Greater Fredericksburg is an Equal Opportunity Employer.
