Match Specialist
Job Description

The mission of the Starfish Initiative, a nonprofit IRS 501(c) (3) agency located in Indianapolis, is to inspire, encourage, and prepare motivated students from vulnerable populations for college, career, and life success through one-on-one mentoring.

General Statement of Duties

The Starfish Match Specialist is responsible for guiding high school student/adult mentor matches, and ensuring that healthy, productive, and satisfying relationships develop between the student and their adult mentor. The Match Specialist must be an independent problem-solver, as much of the work will focus on helping solve relational and education-focused problems for students and their families. The position also requires strong communication skills and knowledge of higher education is preferred. The Match Specialist will work with the program team that values new ideas, collaboration, and relentless effort – all focused on our mission. This position reports to the Senior Match Specialist. The Match Specialist must be able to work evenings and some weekends.

- Manage a team of scholar matches
- Make regular contact with matches by text, phone call, email, etc
- Participate in team matching sessions to help identify a best-fit mentor for each scholar in the program
- Assist with Scholar and Mentor recruitment efforts including delivering presentations, interviewing candidates, and helping to lead orientation sessions for both groups
- Work with students regarding college access and career planning
- Work with other program staff (both paid and volunteer) to coordinate the best effort on behalf of each student
- Maintain ongoing communication with community partners that offer services to matches
- Provide input to the newsletter and other promotional pieces
- Support the development of the team with data and match stories
- Other duties as assigned.

Starfish Initiative is a post-secondary education access and readiness program serving motivated high school students within Marion County, Indiana. We believe that mentoring is the key to improving the educational attainment and future of today’s youth. To that end, we match every student in the Starfish program with a professional, volunteer adult mentor whose job is to help walk their scholar through high school journey into college.

Examples of Duties:
● Manage a team of student/mentor matches
● Contact matches quarterly
● Track and update match progress and supervision notes using the CRM system
● Work with students regarding post-secondary education access, career planning, and other topics as they arise.
● Work with other program staff (both paid and volunteer) to coordinate the best effort on behalf of each student
● Maintain ongoing communication with community partners that offer services to matches
● Assist with planning of Starfish events
● Lead the scholar recruitment efforts to support the program
● Represent the agency in the community
● Provide input to the newsletter and other promotional pieces
● Provide reports as needed to the VP of Development and CEO
● Support the Development team with positive match stories
● Other duties as assigned.

Required Capabilities
● Associate’s degree required, bachelor’s degree preferred
● Strong written and verbal communication skills
● Must have an outgoing personality and be comfortable with public speaking
● Extremely strong organizational and interpersonal skills
● Creativity and flexibility in assuming responsibilities are essential
● Experience working in racially, ethnically, and socio-economically diverse urban communities
● Experience working with teens
● Flexible work hours, some evenings and weekends required
● Strong technology skills

Desired Capabilities
● Bilingual proficiency in English and any of the following languages: Spanish, Burmese, or Hakha Chin
● Experience with matching systems
● Academic or professional background in education, youth development, social services, or other related fields.

Email your resume and cover letter to crystal@starfishinitiative.org

For more information, visit the Starfish Initiative website, www.starfishinitiative.org.

Starfish Initiative is an EQUAL OPPORTUNITY EMPLOYER