



MATCH-UP SPECIALIST

ORGANIZATION OVERVIEW

Team IMPACT is a national nonprofit that promotes healthy social and emotional development for children living with serious and chronic illnesses, by matching them with college athletic teams. The team provides an extended support network for children and families using a strength-based, future-focused perspective. This two-year therapeutic mentoring program provides children with a true sense of belonging and focuses on building confidence and resilience while encouraging healthy behaviors.

To date, Team IMPACT has matched more than 4,000 kids on over 750 campuses nationally, and 100,000 student athletes have participated in the program.

POSITION SUMMARY

Reporting to the National Director of Psychosocial Services, the Match-Up Specialist (MUS) will match as many children as possible to college athletic teams, stewarding eligible families and teams through each step of the match-up process. The MUS builds and sustains relationships with college athletics programs throughout the country to expedite the match-up process. Candidates applying for this role must be goal-oriented and deadline driven to hit ambitious goals for growing the program; they must be an excellent communicator, relationship builder, and a strong collaborator. Candidates with previous experience in college athletics are strongly encouraged to apply. The ideal candidate should reside within the greater Boston area. The salary range for this position is \$50K - \$60K annually.

KEY RESPONSIBILITIES

- Steward the on-boarding and match-up process between the family and athletic team.
- Conduct introductory calls with college athletic team(s) to help facilitate the match process.
- Lead training with college athletic teams on best practices while serving as mentors for the specific game plan for child(ren) joining the team.
- Facilitate consistent communication and support to a diverse panel of families facing medical complexities in the match-up process.
- Assess the best team environment to align with the child's medical and psychosocial needs.
- Ensure all necessary match documentation is signed and collected.
- Ensure families and teams are fully prepared during the match process and the relationship including receiving required training; paperwork has been completed, among other tasks.
- Collaborate with Team IMPACT Case Managers to ensure a smooth transition from match-up to ongoing match support.
- Represent Team IMPACT at events targeting families, athletic programs, or hospital partners.
- Collect ongoing feedback from families and athletic partners for continuous process improvement, and efficiency of the match-up process.
- Update and maintain Salesforce CRM database as required.
- Among other duties as assigned.

QUALIFICATIONS

- Experience working in college athletics is desirable but not required.
- Strong experience with Microsoft Office 365 tools and software.
- Previous experience with Salesforce or CRM database preferred.
- Strong relationship building skills; previous experience building and maintaining partnerships.
- Outstanding verbal and written communication skills are essential.
- Possess effective presentation skills.
- Bilingual Spanish language fluency highly desirable.
- Possess a passion for Team IMPACT's mission and the belief in the power of sports as a therapeutic support for children with serious illness or disability.
- Proven experience in project management and managing multiple deadlines.
- Must display a highly organized work style.
- Exceptional active listening skills and is comfortable with interviewing techniques.
- Display sound professional judgment; must be flexible, coachable, resourceful, and resilient.
- Exhibit the ability to thrive in a fast-paced, collaborative, team environment.

BENEFITS

Team IMPACT offers a competitive salary and benefits package, including medical, dental and vision insurance, 401k w/match, and generous paid time off; positions are all commensurate with experience and skills. Team IMPACT is headquartered in Quincy, Massachusetts. The location of the candidate hired will determine whether this position is hybrid or remote.

Team IMPACT was certified as a Great Place to Work in 2021 and 2023, the global authority on workplace culture. Come join our amazing team! [Working at Team IMPACT | Great Place to Work®](#)

HOW TO APPLY

Click [here](#) to apply, attach a resume, and cover letter, outlining applicable skills and experience meeting the qualifications for the position in Word or PDF. Hiring materials can be addressed to Rachel Rogovin, National Director of Psychosocial Services. Team IMPACT is committed to diversity, equity, belonging and inclusion and invites candidates meeting all ethnic backgrounds, including those from underrepresented groups to apply. Recognizing that diverse teams allow us to make better decisions, build a stronger organization, and better serve all our communities, we seek to advance **health equity** by cultivating an environment where diverse perspectives and backgrounds are embraced. We welcome a diverse pool of applicants and encourage everyone to bring their authentic self to this hiring process and to this role at Team IMPACT.