



Match Up Specialist, Midwest

ORGANIZATION OVERVIEW

Team IMPACT is a rapidly growing national nonprofit that promotes healthy social and emotional development for children living with serious and chronic illnesses. by matching them with a local college athletic team. The team provides an extended support network for the children and their families using a strengths-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 over 2,200 kids on over 750 campuses, and 60,000 student athletes have participated in the program. Founded in Boston in 2011, Team IMPACT has since grown to have regional offices in Chicago, Philadelphia, and Los Angeles, with plans for additional regions being added in 2022 and beyond.

In the Midwest region, we have over 100 matches at partner schools including Northwestern, Loyola, DePaul, University of Illinois, University of Michigan, Ohio State, Purdue, Oberlin, Kentucky, Butler and Illinois State.

POSITION SUMMARY

The Match Up Specialist will report to the Regional Director of Programs and play an integral role in matching as many children as possible to college athletic teams. S/he will be the first point of contact for new families signing up for Team IMPACT and will steward families and teams through each step of the match up process. Additionally, s/he will build and deepen relationships with college sports programs and our hospital partners throughout the Midwest to increase the number of teams and families signed up. This role calls for a candidate who is driven to hit ambitious goals for growing our program and is an excellent communicator and relationship builder. Our most successful Match Up Specialists have a background in either pediatric healthcare or in college athletics, but we are open to candidates from any background that have the drive and skillset to be successful.

KEY RESPONSIBILITIES

To achieve the preceding outcomes, this hire will:

- Introduce the Team IMPACT program on introductory calls with families that express interest
- Conduct a similar introductory call with college athletic team(s) to help facilitate a match
- Lead trainings for college athletic teams related to best practices in serving as a mentor and the specific game plan for the child joining their team

- Steward on-boarding and match-up processes with both family and team, ensuring that all necessary documents are signed and returned, all questions answered, team training administered, and both the family and team are fully prepared to begin their relationship
- Collaborate with Case Managers to ensure smooth transition from the match-up process to ongoing match support
- Represent Team IMPACT at events targeting families, athletic programs or hospital partners
- Gather feedback from families and athletic partners to inform continuous program improvement and to maximize the efficiency of the match-up process
- Update and maintain our database/content management system (Salesforce).

QUALIFICATIONS

As incoming Match Up Specialist, you will possess many, though perhaps not all, of the following characteristics and qualifications:

- Background in medical or social work environment preferred; Experience working in college athletics also desirable
- Strong relationship building skills, and experience building and maintaining partnerships between organizations
- Passion for our mission and a belief in the power of sports, mentoring and relationships in helping families experiencing medical trauma and life-altering diagnoses
- Proven experience in project management and a highly organized work style
- Outstanding written and verbal communication skills are essential and include:
 - Effective presentation skills
 - Active listening habits
 - Knowledge of and comfort with advanced interviewing techniques
- Sound professional judgment
- Ideal candidates will be flexible, coachable, resourceful, and resilient and will thrive in a fast-paced, collaborative team environment
- Strong skill set in Microsoft Office 365 tools and software. Experience working with a CRM database (Salesforce experience preferred)

BENEFITS

Team IMPACT offers a competitive salary and benefits, including health insurance, 401k w/match, a generous PTO structure and professional development opportunities, all commensurate with experience and skills. Team IMPACT was certified as a Great Place to Work in 2021, the global authority on workplace culture. Come join our amazing team! [Working at Team IMPACT | Great Place to Work®](#)

Team IMPACT is an equal opportunity employer. We are committed to cultivating an environment where diverse perspectives and backgrounds are embraced. We know that building a team that is diverse in every aspect (including race, ethnicity, faith, age, gender,

sexual orientation, gender identity and ability) will allow us to serve our communities better. To that end, we welcome a diverse candidate pool of applicants, and we encourage our team members to bring their authentic selves to work every day.

HOW TO APPLY

Please send a cover letter and resume to careers@teamimpact.org In the subject line, please note "Match Up Specialist- Midwest." Materials can be addressed to Kiernan McGeehan, Regional Director of Programs.