



MATCH UP SPECIALIST, WEST

ORGANIZATION OVERVIEW

Team IMPACT is a rapidly growing national nonprofit that matches kids living with life-altering diagnoses with college athletic teams for a therapeutic mentoring program. Through these matches, kids experience an increase in confidence, optimism, and a sense of belonging. Student-athletes in our program benefit from increased civic engagement, empathy, and a positive team culture. 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 West region, we have made over 200 matches at partner schools including UCLA, USC, Cal, Stanford, University of Oregon, Santa Clara University, Arizona State University, Colorado College and University of Washington.

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 West in order 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

In order to achieve the preceding outcomes, this hire will:

- Introduce the Team IMPACT program on initial 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 of our database/content management system (Salesforce).

SKILLS AND 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
- Spanish language fluency desirable
- 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 AND CULTURE

Team IMPACT offers a competitive salary and benefits, including health insurance, 401K w/match, a generous PTO structure and professional development opportunities.

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 click [here](#) to apply and attach a resume and cover letter, materials can be addressed to Shikha Shah, Regional Director of Programs.