



# Match-Up Specialist - Mid-Atlantic

## 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 the children and 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 3,000 kids on over 750 campuses nationally, and 75,000 student athletes have participated in the program. Founded in Boston, MA in 2011, Team IMPACT has regional offices in Philadelphia, Los Angeles, Chicago, and Dallas.

In the Mid-Atlantic region, we have active relationships with partner schools including Villanova, Temple, University of Pennsylvania, University of Maryland, University of North Carolina, Chapel Hill, Duke University, NC State University, Wake Forest University, Georgetown University, West Virginia University, University of Virginia, Virginia Tech, University of Richmond, and many more.

## POSITION SUMMARY

The Match Up Specialist (MUS) plays an integral role in matching as many children as possible to college athletic teams. Reporting to the Regional Director of Programs, the Match Up Specialist steward eligible families and teams through each step of the match-up process. The Match Up Specialist builds and deepens relationships with college athletics programs and hospital partners throughout the Mid-Atlantic to increase the number of teams and families signing up. Candidates applying for this role must be goal oriented and deadline driven to hit ambitious goals for growing the program; must be an excellent communicator, relationship builder, and a strong collaborator. Previous experience in pediatric healthcare or college athletics are strongly encouraged. The ideal candidate must reside within the greater Philadelphia area. The salary range for this position is \$55K - \$68K annually

## KEY RESPONSIBILITIES

- Steward the on-boarding and match-up process between the family and team.
- Conduct introductory calls with college athletic team(s) to help facilitate the match process.
- Lead training for college athletic teams on best practices while serving as mentors and the specific game plan for child joining the team.
- Facilitate consistent communication and support to a diverse caseload of families facing medical complexities in the match-up process.
- Assess best team environment to align with child's medical and psychosocial needs
- Ensure necessary match documentation is signed and collected.
- Ensure families and teams are fully prepared for the match relationship including receiving required training, etc.

- Collaborate with Team IMPACT Case Managers to ensure a smooth transition from match-up to ongoing match support maintenance.
- 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.

## **QUALIFICATIONS**

- Experience working in college athletics desirable but not required.
- Background in pediatric psychosocial care environment preferred.
- Strong skill set with Microsoft Office 365 tools and software, and Salesforce or CRM database preferred.
- Strong relationship building skills; experience building and maintaining partnerships.
- Bi-lingual Spanish language fluency highly desirable.
- Passion for Team IMPACT's mission and the belief in the power of sports as therapeutic outlet for family's experience.
- Proven experience in project management, managing multiple deadlines.
- Display a highly organized work style.
- Outstanding verbal and written communication skills essential.
- Possess effective presentation skills.
- Demonstrated active listening skills, and comfort level with interviewing techniques.
- Sound professional judgment, and be flexible, coachable, resourceful, and resilient.
- The ability to thrive in a fast-paced, collaborative team environment.
- Among other duties as assigned.

## **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. This position is a hybrid role.

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 Elise Keels, Regional Director of Programs. Applications will be reviewed on an ongoing basis.

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 while we seek to advance **Health Equity** in cultivating an environment where diverse perspectives and backgrounds are embraced. We welcome a diverse pool of applicants and encourage everyone to bring their authentic selves to this hiring process and to this role at Team IMPACT.