



**Big Brothers Big Sisters**  
of Calgary and Area

**Mentoring Coordinator, Youth In Care Programs**  
**22.5 Hours per Week (0.6 FTE)**

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Big Brothers Big Sisters of Calgary and Area (BBBS) is a volunteer-driven organization that provides mentoring programs for children and youth in schools and communities throughout Calgary and surrounding areas. Mentorship is a proven strategy for youth resiliency, future orientation and social support. The presence of a caring adult in a young person's life impacts individuals, society, workplaces, families and communities.

BBBS currently has an exciting and rewarding career opportunity for an **accomplished and passionate Mentoring Coordinator for the Youth In Care programs (YIC)** to join the organization.

The incumbent will be responsible for providing guidance and support for the community-based YIC mentoring programs, by establishing and maintaining strong internal and external relationships and ensuring sound, and innovative program practices. The incumbent will be responsible for providing match support to ensure safety and positive impacts for young people.

**ACCOUNTABILITIES:**

- Analyze and monitor youth in care program matches to ensure quality, efficiency and participant safety while to promoting youth-centered, natural relationships between mentor and youth
- Identify, address and resolve barriers to strengthen the match relationship and be able to coach mentors around barriers experienced by youth with complex needs
- Assess and provide for individual training needs, resources and support to assure a positive experience for the young person and volunteer, to achieve match longevity and retention and positive youth impact.
- Develop, promote and implement individual and group match activities to meet program goals and outcomes through recognition, annual events, and reengagement strategies.
- Support the enrolment and engagement of clients and mentors to reach program goals and targets
- Ensure quality services and measurable outcomes, maintain accurate and timely records for each match according to National Standards and Agency Policy's and utilize technology to report, synthesize and input data.
- Conduct exit interviews and assess reasons for match closure and re-match potential.
- Liaise and navigate systems youth may be connected with, i.e. CFS, justice system, etc.
- Seek out and share potential community collaborations with supervisor to achieve program goals and objectives.
- Possess a trauma-informed, strength based approach in building connections with youth

**QUALIFICATIONS:**

- Post-Secondary Diploma or Degree in human services field
- Experience and knowledge working with diverse ethno-cultural communities, vulnerable youth populations
- Experience and strong knowledge of databases and all Microsoft programs including Word, PowerPoint, Outlook and Excel
- Fluency in a second language is an asset
- Excellent oral and written communication skills reflecting solid customer service both in-person and telephone
- Flexible work schedule, with an expectation to work a minimum of (2) two evenings per week, and one Saturday per month, and based on client needs
- Reliable transportation with minimum \$1,000,000 liability insurance and valid driver's license required

Big Brothers Big Sisters of Calgary and Area offers a competitive salary, health benefits and RRSP matching.

**Closing Date:** May 19, 2017 or until position is filled.

**Submit Cover Letter and Resume To:**

Human Resources  
5945 Centre Street SW  
Calgary, AB  
Email: [hr.calgary@bigbrothersbigsisters.ca](mailto:hr.calgary@bigbrothersbigsisters.ca)  
Fax: #403-777-3525

Big Brothers Big Sisters of Calgary is an equal opportunity employer. We thank all candidates for their interest. Only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.