



Big Brothers Big Sisters
of Calgary and Area

Team Lead, Community-Based Programs
37.5 Hours per Week (1.0 FTE)

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 Team Lead, Community-Based Programs** to join the organization.

The incumbent is accountable for the effective development, delivery and evaluation of community-based mentoring programs in Calgary and playing a leadership role in operational functions that contribute to the achievement of the agency mission and strategic imperatives.

ACCOUNTABILITIES

- Create relationships with service delivery staff based on mutual respect and confidence;
- Clarify your own values, and forge agreement around common organizational values;
- Foster a healthy organizational culture (employee involvement and engagement, team building, staff recognition and social events (celebrate, recognize and appreciate our team)); and
- Accountable for the effective delivery and supervision of community-based mentoring programs to children and youth facing adversity in Calgary and Area including BBBS, mPower, YIC and YES;
- Accountable for ensuring that mentoring programs meet the deliverables identified in the funding contracts and donor agreements;
- Support the development, design, implementation, and evaluation of service delivery program models and promising practices in collaboration with the agency Director and other program Team Leads;
- Assess service delivery practices for risk to the client, the volunteer mentor, the staff, as well as legal and reputational risks to the agency;
- Develop and oversee a portfolio budget in collaboration with the management team;
- Produce written reports to Director, funders, and donors;
- Using a Reflective Practice supervision framework, provide scheduled and ad hoc staff supervision to direct reports;
- Support the development and implementation of a service delivery evaluation framework that supports the organization in measuring and communicating impact;
- Conduct quarterly file audits to ensure compliance with National and agency standards/policies/procedures;
- Keep up-to-date with promising practices related to issues that impact clients we serve, such as brain-science-aligned mentoring practice, trauma-informed practice, research around natural supports, and new mentoring approaches for vulnerable youth, such as youth in care, LGBTQ youth, immigrant, and newcomer youth;
- Contribute to the development of the organization's strategic plan and Service Delivery department Impact Plan;
- Make meaningful contributions in community initiatives (connect and collaborate); and
- Build intentional collaborations with service providers in Calgary in order to make linkages that support the goals of BBBS.

COMPETENCIES

- Strong written and oral communication skills, with efficiency and attention to detail;
- Knowledge and experience in program development;
- Knowledge of issues specific to children and youth facing adversity including poverty, neglect, child abuse, domestic violence, and mental health;
- Knowledge of trauma-informed practice;
- Commitment to empowering clients and volunteers through a Strengths Based approach;

- Demonstrated ability to work from client-centered and anti-oppressive perspectives;
- Cultural awareness, and a commitment to program development that is inclusive, and meets the needs of diverse populations we serve;
- Demonstrate creativity especially in the areas of problem solving and programming;
- Knowledge of community resources;
- Excellent leadership and communication skills;
- Good organizational and multi-tasking abilities, including the ability to meet deadlines with high quality of work;
- Demonstrated ability to show initiative and work both independently as well as part of a team; and
- Experience and strong knowledge of databases and all Microsoft programs including Word, PowerPoint, Outlook and Excel.

QUALIFICATIONS

- Graduate Degree in Social Work or related discipline or undergraduate degree and five plus years relevant experience;
- Demonstrated ability to effectively engage and supervise staff;
- A language in addition to English will be considered an asset.

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

Closing Date: May 26TH or until position is filled

Submit COVER LETTER WITH RESUME AS ONE PDF OR WORD DOCUMENT to:

Human Resources

Email: hr.calgary@bigbrothersbigsisters.ca

5945 Centre Street SW

Calgary, AB T2H 0C2

Fax: 403-777-3525

Big Brothers Big Sisters of Calgary and Area 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.