



Big Brothers Big Sisters
of Calgary and Area

Summer Student, Service Delivery
30 hours per week for 13 weeks (June 4 – August 24, 2018)

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 opportunity for a student working on a degree or diploma in the human or social service field.

The incumbent will be responsible for providing guidance and support to the Service Delivery Team.

ACCOUNTABILITIES:

- Completing pre-screen and reference calls;
- Interviewing and training of mentors and mentees including in person and over the phone.
- Continually assess the match relationship in accordance with National Standards and Agency Policy to ensure match safety, relationship development, positive youth development and volunteer satisfaction;
- Identify, address and resolve barriers to strengthen the match relationship and be able to coach mentors around barriers experienced by young people with complex needs;
- Ensure client and volunteer records are maintained in accordance with agency policies and BBBS National standards. This includes writing interview summaries, volunteer and family assessments
- Assist with matched events and agency activities including Junior Police Academy

COMPETENCIES:

- Strong written and oral communication skills, with efficiency and attention to detail;
- Experience working with diverse ethno-cultural communities and working with children and youth facing adversity;
- Knowledge of trauma-informed practice;
- Proven relationship building skills;
- Commitment to empowering clients and volunteers through a Strengths-Based approach;
- Demonstrated ability to work from client-centered and anti-oppressive perspectives;
- 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 and as part of a team;
- Experience and strong knowledge of databases and all Microsoft programs including Word, PowerPoint, Outlook and Excel.

QUALIFICATIONS:

- Working on Post-Secondary Degree or Diploma in human or social service field
- A language in addition to English will be considered an asset
- Excellent oral and written communication skills reflecting solid customer service both in-person and telephone
- Flexible work schedule, including some evenings and weekends based on program needs

Wage: \$15 per hour

Closing Date: May 28, 2018 or until suitable candidate is found.

Submit Cover Letter and Resume To:

Human Resources
Email: hr.calgary@bigbrothersbigsisters.ca
5945 Centre Street SW
Calgary, AB
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.