



Mentoring Coordinator, Teen Mentoring Programs (In School) - Airdrie
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 Mentoring Coordinator for Teen Mentoring Programs (In School)** to join the organization.

The incumbent will be responsible for providing guidance and support for the In-school Teen 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:

- Recruitment, interviewing and training of mentors and mentees;
- 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;
- Effectively utilize outcomes measurements and match support tools to assess match impact on child and youth development;
- Liaise and navigate with school personnel;
- Seek out and share potential collaborations with supervisor to achieve program goals and objectives;
- Possess a trauma-informed, strength based approach in building connections with youth;
- 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.
- 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;
- Ensure client and volunteer records are maintained in accordance with agency policies and BBBS National standards;

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;
- Cultural awareness, and a commitment to program development that is inclusive, and meets the needs of the diverse populations we serve;
- Demonstrate creativity especially in the areas of problem-solving and programming;
- Knowledge of community and school resources;
- 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:

- Post-Secondary Degree or Diploma in human services field
- Experience and knowledge working with diverse ethno-cultural communities, vulnerable youth populations and children and youth facing adversity
- Experience and strong knowledge of databases and all Microsoft programs including Word, PowerPoint, Outlook and Excel
- 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

- 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: June 29, 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.