



Mentoring Coordinator, Vulnerable Youth 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 Mentoring Coordinator** to join the organization.

The incumbent will be responsible for providing guidance and support for the **community-based** youth 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 **vulnerable youth**, including youth in care, youth connected with the MASST program, etc.

ACCOUNTABILITIES:

- 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;
- Assess and provide 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 and waitlist 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;
- Effectively utilize outcomes measurements and match support tools to assess match impact on child and youth development;
- Conduct exit interviews and assess reasons for match closure and re-match potential;
- Liaise and navigate systems children and youth may be connected with, i.e. CFS, justice system, schools, etc.;
- Seek out and share potential community collaborations with supervisor to achieve program goals and objectives;
- Identify and promote re-engagement of mentors as alumni and board members;
- Possess a trauma-informed, strength based approach in building connections with children and 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.

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 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 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 in human services field
- Experience and knowledge working with diverse ethno-cultural communities, vulnerable youth populations and children and youth facing adversity
- Current CPR and First Aid Certification
- Fluency in 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
- Reliable transportation with minimum \$1,000,000 liability insurance and valid driver's license required
- Flexibility to work evening and weekend hours

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

Closing Date: June 15, 2018 or until position is filled.

Submit Cover Letter and Resume To:

Human Resources
5945 Centre Street SW
Calgary, AB
Email: 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.