



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

**Engagement Coordinator**  
**Full Time Position (37.5 hours per week)**  
**1 Year Contract**

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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 Engagement Coordinator** to join the organization.

The incumbent will work to provide meaningful and engaging volunteer opportunities for community members, including BBBS Mentors (past and present). The position requires flexibility of schedule to work regular evening and weekend hours.

**ACCOUNTABILITIES:**

- Participate in the recruitment of mentors and other agency (non-mentor) volunteers from diverse backgrounds;
- Conduct comprehensive interviews, assessments, reference checks, and match support recommendations for adult volunteers and clients between 6-24 years old.
- Initiate regular communication with volunteers and clients during the enrolment process
- Work closely with Service Delivery team members and Team Leader to implement strategies to meet annual agency program goals
- Identify and eliminate barriers to promote volunteer and client engagement and retention
- Facilitate regular volunteer and client trainings
- Support, promote, and implement waitlist activities for screened volunteers and clients
- Demonstrate a commitment to continuous personal and organizational quality improvement.
- Ensure volunteer and family 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;
- Knowledge and experience in interviewing and assessments
- 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 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 diploma or degree in a human services field, and at least 3 years of related experience
- Demonstrated ability to effectively engage and supervise volunteers
- Current CPR and First Aid Certification
- Training and facilitation skills considered an asset
- A language in addition to English will be considered an asset

**Closing Date:** Wednesday, August 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](mailto:hr.calgary@bigbrothersbigsisters.ca)  
Fax: #403-777-3525

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

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.