



## Big Brothers Big Sisters of Calgary and Area

■ 5945 Centre Street SW Calgary, Alberta T2H0C2 Canada

### Director, Service Delivery Full-Time, 37.5 hours per week

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#### Be part of something 'BIG'!

At Big Brothers Big Sisters, we believe every young person should have the opportunity to reach their full potential - that by doing so, they will not only do *well*, they will also do *good*.

We believe that in changing the course of young lives through mentoring, it will in turn change the course of our community's future, that it will empower children and youth who are facing adversity to do well in school, go on to successful careers and give back to their communities.

We believe in building strong developmental relationships that promote healthy brain development, build social emotional competencies, and ultimately lead to lifelong health and wellness.

For over 30 years, Big Brothers Big Sisters has been making a positive difference in the lives of young people in Calgary and surrounding areas by developing and delivering the highest quality mentoring programs, both in school and in the community. Last year alone, our qualified staff empowered over 1,600 mentoring matches that are making a lasting impact on the lives of young people, their families, our volunteers, and our community.

Witnessing the transformation of a child into a confident, conscientious and motivated young person is a remarkable experience. Ushering them into adulthood, seeing them grow into a resilient, thriving member of their community and society at large is even more satisfying. Proudly, it's something our staff, volunteers, and donors help bring about every day.

Big Brothers Big Sisters is looking for a **Director of Service Delivery**

**ABOUT THIS ROLE:** Are you a visionary and inspirational leader who is passionate about prevention and early intervention? We're looking for an experienced nonprofit leader to join our team as the **Director of Service Delivery**. The ideal candidate: believes in innovation and continuous improvement; is an expert in evaluation and outcome measurement; is recognized for their inspirational leadership skills and ability to coach and empower their team(s) to achieve and exceed strategic goals and objectives.

This position reports directly to the President & CEO and has 5-7 direct reports and a team of 30-35 staff. It requires the proven ability to work collaboratively with funders, partners, and the community in order to deliver exceptional and impactful programs. You must have a background in clinical and/or frontline social work, be recognized as an exceptional leader within Calgary's non-profit sector, be skilled in report and grant writing, and have exceptional verbal and written communication skills (including confidence and experience with group facilitation/training/presentations).

#### ACCOUNTABILITIES:

- Lead the Service Delivery strategy and oversee the Service Delivery portfolio
- Develop and oversee the Service Delivery business plan and budget in collaboration with the management team.
- Ensure programs are funded sustainably and that the agency can continue to increase our impact
- Oversee the development and implementation of relevant service delivery policies and procedures and maintain the organization's accreditation with Big Brothers Big Sisters of Canada
- Manage the risk associated with program delivery, and ensure a high level of organizational competency in the areas of child safety and risk assessment
- Ensure programs are trauma-informed, strength-based, youth centred, and that outcomes align with the organization's Theory of Change
- Effectively use data to enable continuous improvement and outcome accountability

- Ensure program targets are achieved and that programs and services are delivered with the highest commitment to strong outcomes for children and youth, organizational effectiveness, and accountability to donor, funders, and community partners
- Model leadership to all agency staff, community partners, stakeholders, and Board of Directors and provide succession opportunities through ongoing supervision, coaching, and training of direct reports
- Identify opportunities for collaboration and partnership, and ensure BBBS continues to be relevant, innovative and recognized as a nimble, responsive and forward-thinking leader among agencies serving children and youth
- Produce timely and high quality written reports to the board, funders and the CEO
- Represent, participate and present at affiliate or externally focused organizations or committees, maintaining open and effective communication with BBBS agencies, government agencies, and collaborations associated with and involving mentoring services

**QUALIFICATIONS:**

- Masters Degree in Social Work or Human Services equivalent.
- 8-10 years' experience in management in the not-for-profit sector. Experience at the Director level strongly preferred.

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

**Closing Date:** April 14, 2019 or until suitable candidate is selected.

**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 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.