



**POSITION:** Diversity Mentoring Program Coordinator

**REPORTS TO:** Manager of Service Delivery, Diversity

**PURPOSE:**

At this level the successful candidate will have a broad knowledge of working with diverse children and youth and volunteers. The role is responsible for the creation, implementation and monitoring of diversity mentoring programs ensuring they meet agency and national standards, goals and targets. The role will build strong working relationships with community stakeholders to support the development, and delivery of mentoring strategies that support diverse youth participating in mentoring, including Glo Girls Mentoring program (a collaborative with Boys and Girls Clubs of Calgary) and the Youth Inclusive Neighborhood Program Mentoring strategy pilot (a collaborative with Immigrant Services Calgary). The role will be responsible for the development of systems and procedures and will be accountable for the quality of service delivery for their immediate area or program of responsibility. Incumbents must have strong understanding of community systems and networks, and will have knowledge of their role and be responsible for assessing and reassessing all volunteers and families, and for coordinating with other service delivery staff in the creation of appropriate matches; to ensure child safety, positive impacts for youth, constructive and satisfying relationships between children and volunteers, and a strong sense of affiliation with BBBS on the part of volunteers.

**ACCOUNTABILITIES/SKILLS:**

- Liaise with Manager on the effective and efficient program delivery
- Recognize and support diversity of ability, culture, and values.
- Ability to communicate effectively and have good written and oral communication skills.
- Personalize communication content and delivery to fit different perspectives, backgrounds or styles of audience.
- Able to collect statistics of program/matches to be used in reports to funders
- Works with all Program teams to assess and advise on community trends/issues with stakeholders.
- Acts in a manner that demonstrates diplomacy, tact, and value to our families and volunteers.
- Communicate with clients and other stakeholders to gain community support for the programs and to solicit input to improve programs and to build partnerships.
- Responsible for the implementation goals and objectives to achieve the successful outcome of the service delivery program in collaboration with Manager and leadership team.
- Identify and evaluate the risks associated with program activities and take appropriate action to control the risks
- Provides ongoing support to a mixed caseload with a particular program focus - in creative ways to achieve length of match, and outcome evaluation goals.
- Responsible for supporting community/corporate campaigns and initiatives for client and volunteer recruitment.
- Able to align own work objectives with the organization's strategic plan or objectives
- Ensures that their program activities and training of volunteers, young people and families operates within the policies and procedures of the organization within the standards set by Big Brothers Big Sisters of Canada.

- Conducts a formal match monitoring, annual review of match with each participant, to include completion of outcome evaluations and renewed goals each year, in accordance with agency policies and National Standards.
- Maintains up to date electronic casework notes and other required practices according to BBBS National Standards and BBSB policy and procedures.

**QUALIFICATIONS:**

- Post Secondary Diploma or Degree in the human services field
- Experience, knowledge and contacts, with immigrant, refugee, aboriginal families
- Volunteer Management Certificate
- 3+ years experience in working with children, youth, families
- Experience in utilizing interview techniques; sound knowledge of child and family development

**PLEASE SUBMIT COVER LETTER AND RESUME TO:**

Neemi Kara, Manager of Service Delivery, Diversity  
Big Brothers Big Sisters of Calgary and Area  
[neemi.kara@bbbscalgary.com](mailto:neemi.kara@bbbscalgary.com)  
5960 Centre Street SE  
Calgary, AB T2H 0C1  
Fax: 403-777-3525

**Position is open until a suitable candidate is found.**