



Job Title: Client Services Coordinator

Position Type Permanent-

Reports To: Service Delivery Team Leader

Big Brothers and Big Sisters of Calgary and Area (BBBS) is a volunteer-driven organization recognized for our mentoring programs for children and youth in schools and communities throughout Calgary, Airdrie, Cochrane, High River, and surrounding areas. Mentorship positively impacts the lives of children and youth by improving their self-esteem, relationships with others, value of education and hope for the future.

As a Client Services Coordinator you will help to impact the lives of young people and volunteers through the power of mentoring. Your role is responsible for assessing and reassessing all volunteers and families, and for coordinating with other service delivery staff in the creation of appropriate mentoring matches.

ACCOUNTABILITES:

- Conducts 8-10 enrollment interviews with volunteers per week to determine appropriateness for agency mentoring programs and for matching, with a main focus on for school-based volunteers
- Work closely with other client service coordinators and supervisor to support interviewing of volunteers program demands
- Assess the necessity of home visits and complete as required
- Review all enrollment information and assessments and make recommendations for participation in the program based on this information
- Conducts reassessment interviews for long term volunteers or volunteers to be re-matched
- Adheres to all documentation and processes required by Big Brother Big Sister of Canada standards, and Big Brothers and Big Sisters of Calgary and Area policies and procedures
- Provides updated interview schedules to the intake team
- Responsible for supporting community/corporate campaigns and initiatives for client recruitment
- Training – Responsible for conducting training session each month (Child Safety/Parent Orientation Training) There will be a need for flexibility to accommodate peak interview times and Child Safety Trainings as needed on Saturdays and evenings
- Participates in wait list and agency events
- Responsible for working with Program coordinators and assisting with interviews for specific programs
- Responsible for conducting pre-mentoring match interviews and scheduling Initial Match Meetings with a Mentoring Coordinator
- Demonstrates diplomacy, tact, and respect for all volunteers
- Must have reliable transportation and valid drivers license with minimum (1) one million dollar insurance



- This role will require a flexible work schedule that will involve a minimum of: (2) two evenings per week, and one weekend day per month
- Maintains a strong relationship with all program departments and community/corporate partners

QUALIFICATIONS:

- Degree in human or social services required
- 2-3 years experience with family systems and interviewing required
- Assessment skills are an asset
- Association with professional body is ideal.

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

Closing Date: Open until suitable candidate is found.
Submit Resumes To: Jeanna Hernandez
5960 Centre Street SE
Calgary, AB T2H 0C1
Email: jeanna.hernandez@bbbscalgary.com
Fax #: 403-777-3525

****No phone inquiries please.**