



**Term:** Full-time permanent

**Reports To:** Manager, Service Delivery

**Position Summary:** The Mentoring Coordinator, Site Based and Community Based Programs is responsible for monitoring, maintaining and supporting community and site based mentoring matches to ensure the healthy development of the relationships. The Mentoring Coordinator, Site Based and Community Based Programs provides supervision and support to children, families and volunteers and site based partners who are involved in mentoring programs. The supervision of matches is guided by Big Brother Big Sisters of Canada National Standards and the focus is to meet the overarching goals of Big Brothers Big Sisters Ottawa. The goals focus on creating and maintaining a variety of relationships through implementing mentoring programs within the community. The Mentoring Coordinator, Site Based and Community Based Programs will work within the guidelines, policies and mission of Big Brothers Big Sisters Ottawa and will be accountable and responsible for specific projects as assigned.

### **Duties and Responsibilities**

#### **Matching and Casework Support**

- Create and support mentoring matches for the children, families and volunteers on a given caseload;
- Conduct match supervision including:
  - Facilitation of match meetings
  - Follow-up phone/email contact
  - Follow-up in person visits
  - Facilitation of match closures
  - Handle concerns
  - Facilitate group interaction
- Ensure all BBBSO standards/policies/procedures are being met including child safety;
- Encourage and support the families of the children seeking support from BBBSO;
- Ensure all clients, volunteers and partners are informed of any pertinent agency information such as group programs, change of policy, change of address etc;
- Manage inquiries from volunteers, families and site based partners;
- Recruit potential volunteers; conduct interviews; and inform volunteers of their acceptance or rejection;
- Keep site based partners and community partners informed of any changes to the program;
- Conduct, facilitate and organize program specific training for volunteering including the Child Safety Program for volunteers;
- Maintain frequent contact with all partners throughout the program length;
- Monitor matches as per National Standards, providing resources, and support;
- Deliver Parent Information Session/Child Safety Training on a rotating basis;
- Participate in Match Making meetings to make recommendations on Bigs and Littles for community based matches;
- Facilitate referrals and opportunities for match participants such as scholarships;
- Conduct interview assessments for families.



### **Camperships**

- Coordinate and implement the Campership program by creating affiliations with a range of both overnight and day camps that offer camp subsidies;
- Promote affiliated camps to parents/guardians and refer Littles to various overnight and day camps that offer subsidies;
- Allocate Big Brothers Big Sisters Ottawa camp subsidies to Littles;
- Maintain statistics on each camper and camp they attend as well as any subsidies given by Big Brothers Big Sisters Ottawa; and
- Plan, implement and evaluation annual Kids N Kops camp.

*\*\*\* These responsibilities will be assigned based on organizational need as determined by the employer.*

### **Group Activities**

- Plan, coordinate and implement skill development programs for families, volunteers and children/youth;
- Plan, coordinate and implement regular group activities for Littles and Volunteers; and
- Attend Group Activities for matches.

*\*\*\* These responsibilities will be assigned based on organizational need as determined by the employer.*

### **Documentation and Required Reporting**

- Complete all required paperwork and database entry for mentoring matches according to BBBSO and National Standards; and
- Submit required documentation on a monthly basis including: timesheets, expenses, statistics etc.

### **Program Focus**

- Maintain an overall working knowledge of all the mentoring programs in the BBBSO agency;
- Keep updates on new processes, procedures, forms and standards of BBBSO and BBBSC;
- Gather and maintain relevant resources to be used by children, volunteers and families involved in mentoring programs;
- Create new activities and ideas to engage mentoring matches that support the mandate of the mentoring program (i.e. low-cost-no-cost activities for traditional matches, activity ideas for In School Mentoring matches).

### **Networking**

- Liaise with site based partners and community organizations to create and maintain partnerships and volunteers that address the needs of children and families and the mentoring programs associated with BBBSO;
- Work with existing program partners to provide valuable mentoring programs to the children and families;
- Build relationships with site partners, volunteers, other agencies and community businesses to engage them in assisting with the needs children and families;



- Participate in BBBSO agency related activities involving children, families and volunteers in the mentoring programs (i.e. group activities, Annual General Meeting, recognition events, special events, holiday hampers, etc.).
- Be a registered member of United Way/Centraide Ottawa Speakers Bureau;
- Act as a BBBSO agency ambassador and represents and models the values of the agency;
- Promote agency to community, including information sessions, community fairs, identify areas for program expansion;
- Participate in relevant child/youth community networks or committees as required.

#### **General and Administrative Activities**

- Work cooperatively with BBBSO coworkers with a team based focus;
- Provide regular reports to the Manager or Director such as monthly statistics and up to date casenotes, or special reports as requested;
- Perform administrative functions as required to manage caseload;
- Maintain strict confidentiality as outlined in agency Privacy and Confidentiality Policy;
- Complete all administrative reports, file records (including volunteer database), minutes, agenda correspondence and statistics related to the above job responsibilities;
- Attend BBBSO agency meetings, Programs Team meetings, and Match Team meetings as required;
- Attend agency events (evenings and weekends); and
- All other duties as assigned.

#### **Job Requirements**

##### **Qualifications**

- Minimum 2 year Diploma in Social Work or related field i.e. human services, health or education;
- Experience in public speaking, interacting/working with people of all ages and cultural backgrounds; and
- French essential.

##### **Skills**

- Strong problem solving and conflict resolution skills;
- Excellent assessment, interviewing and monitoring skills;
- Excellent skills in facilitation, coaching, mentoring and/or teaching;
- Skills in the following areas will be considered an asset: Conflict resolution; mediation; crisis management; knowledge of child welfare system and community services;
- Ability to interact with people of all ages and cultural backgrounds;
- Ability to work independently and as part of a team;
- Strong organizational, leadership and communication skills; demonstrated ability to make sound judgments and decisions;
- Proficient computer skills: MS Word, PowerPoint, Excel, database management and the Internet; and
- Excellent oral and written communications with strong attention to detail.



Big Brothers Big Sisters of Ottawa  
Grands Frères Grandes Sœurs d'Ottawa

**Mentoring Coordinator,  
Site Based and Community Based Programs  
Job Description**

**Working Conditions**

- Ability to work flexible hours, including some evenings and weekends; and
- A valid G2 or G license and access to a vehicle at all times.

Salary: \$42, 430.00 to \$49, 491.87 as per Collective Agreement. This position is within the collective bargaining unit of CUPE 1986.

Interested candidates should submit a CV and cover letter quoting "Mentoring Coordinator" to Susan Ingram, Manager, Service Delivery at [susani@bbbso.ca](mailto:susani@bbbso.ca) by Friday, February 10, 2012 at 5pm. Only those candidates chosen for interviews will be contacted. No telephone inquiries please. We thank all who apply.