



JOB DESCRIPTION: *Intake, Recruitment and Admin Caseworker*

FUNCTION

This is a full time temporary salaried position based on 37.5 hours per week for the duration of 15 months reporting to the Executive Director.

RESPONSIBILITIES

Under the supervision of the Executive Director, the Intake, Recruitment and Admin Caseworker is responsible for the effective service delivery of Mentoring programs and admin support which includes the following duties:

GENERAL DUTIES

1. Attend staff meetings as required.
2. Provide support to the Executive Director as required.
3. Other duties as requested by the Executive Director including participation in agency fundraising and public relations initiatives.
4. Maintain a strong effective working relationship with the BBBS team.
5. Participate in staff development seminars and training a minimum of once every two years.
6. Work evenings and weekends as required.
7. Support all social media platforms used by the agency and actively engage the community
8. General office upkeep and duties as needed.
9. Present Mentoring information to groups such as service clubs, churches, schools, the university and college throughout the year for the purpose of recruiting new mentors.
10. Support of fundraising efforts.
11. Provide support to the Executive Director.

JOB DUTIES

1. Maintain accurate, updated Dynamics CRM documentation according to BBBSC National Service and Delivery Standards and agency policies and practices.
2. Complete and submit monthly statistics and reports, as applicable to this position, to the Executive Director.
 - o Track all inquiries made by volunteers and families (one web, BBBSC, walk-ins, phone calls, and emails).
 - o Track all matches made and closed in the ISM Program.
 - o Track all children on the ISM waitlist with annual update to circumstances.
3. Conduct all intake processes for ISM, Traditional, GameOn! and GoGirls mentor and mentee files.
4. Manage staff internal matches for GoGirls GameOn!, ISM, and Traditional program when applicable
5. Match children and adults based on their needs, skill levels, complimentary personalities, and shared interests.
6. Coordinate and deliver Pre-Match Training for all new volunteers and families, Update all training material on an as needed basis.
7. Co-Coordinate the Kids & Kops program with all Caseworker Staff.
8. Assist Community-Based Caseworker in planning agency activities and managing community sponsored events.
9. Screen all volunteers and families according to BBBSC National Service and Delivery Standards and agency policies and practices.
10. Engage volunteers, parents/guardian, children, schools and the community to encourage their participation in Big Brothers and Big Sisters programs.
11. Responsible for the enrolment process with volunteers and families, ensuring prospective families and volunteers contacting BBBS receive an engaging, positive, personalized telephone, email, or in-person response promoting all mentoring options.

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12. Track and follow-up with volunteers and families not completing the enrolment process.
13. Support Teen Mentoring Caseworker when needed by assisting in intake and match monitoring supports for both Teen Mentors and mentees.
14. Soliciting of donations for events.
15. Managing fundraising events in keeping records of participation.
16. Ensure donations are entered properly according to event.
17. Support on fundraising efforts of picking up and dropping off material.
18. Grocery shopping and some food preparation for site based mentoring programs.
19. Shopping and preparation of activity materials for site based mentoring programs
20. Act as an advocate for mentoring programs for children in our community.
21. Managing the Newsletter
 - a. In put all materials and design.
 - b. Sending out to donors and stakeholders.
22. Act as receptionist by:
 - a. Ensuring visitors are appropriately greeted and cared for.
 - b. Handling all incoming telephone calls, keeping track of staff, and taking messages.

Qualifications

1. Minimum 2 year post-secondary diploma or degree in Social Work or related field i.e. human services, health, or education.
2. Experience and strong knowledge of databases and all Microsoft programs including Word, PowerPoint, Outlook and Excel.
3. Reliable transportation, valid driver's license, and clean driver's abstract.
4. Previous experience in interacting/working with children and families.

Please submit resume and cover letter to;

Jen Visser, Executive Director

Big Brothers Big Sisters of Lethbridge and District

jen.visser@bigbrothersbigsisters.ca

All candidates are thanked in advance for their interest. Only individuals selected for interviews will be contacted.

Closing Date: Friday, December 4, 2020