



# Big Brothers Big Sisters

OF LETHBRIDGE AND DISTRICT

## **JOB DESCRIPTION: *Program Caseworker***

### **FUNCTION**

This is a full-time salaried position based on 37.5 hours per week reporting to the Executive Director. Starting October 2024 for 13 Months.

### **RESPONSIBILITIES**

Under the supervision of the Executive Director, the Program Caseworker is responsible for the effective service delivery of Mentoring programs 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. Provide an article in each Newsletter.
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 to recruit new mentors.

#### **JOB DUTIES**

1. Maintain accurate, updated Dynamics CRM documentation according to BBBSC National Service and Delivery Standards and agency policies and practices.
2. Ensure that documentation and casework is accurate and sign off on files for all mentoring programs.
3. Complete and submit monthly statistics and reports, as applicable to this position, to the Intake Caseworker.
  - o Track all matches made and closed in the Community-Based Program and ISM Mentoring Program.
  - o Track all children on the Community Based Mentoring waitlist with annual update to circumstances.
4. Responsible for the matching and monitoring of the Community Based Mentoring Program. Timely and thorough follow-up and monitoring of matches as set out in the BBBSC National Service Delivery Standards and Agency policy and procedures.
5. Manage staff internal ISM and Traditional Program when applicable.
6. Match children and adults based on their needs, skill levels, complementary personalities, and shared interests.
7. Co-facilitate Pre-Match training for families and assist Intake Caseworker when needed in delivering Pre-Match Training to volunteers.
8. Co-Coordinate the Kids & Kops summer program with all Caseworker Staff.
9. Plan agency activities and manage community sponsored events.
10. Ensure the Intake Caseworker has a working knowledge of the Community based files and is able to maintain files in the other Caseworkers absence.
11. Assist Intake Caseworker when needed in the screening of volunteers and families according to BBBSC National Service and Delivery Standards and agency policies and practices.
12. Provide information, coupons, and tickets to volunteers and families for community events.

#### **In-School Mentoring:**

13. Maintain accurate, updated Dynamics CRM documentation according to BBBSC National Service and Delivery Standards and agency policies and practices.
14. Recruit for mentors and mentees in a variety of communities.
15. Responsible for the planning and programming of the In-School Mentoring Program in Lethbridge and surrounding area.
16. Responsible for the matching and monitoring of the In-School Mentoring Program. Timely and thorough follow-up and monitoring of matches as set out in the BBBSC National Service Delivery Standards and Agency policy and procedures.

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17. Complete and submit monthly statistics and reports, as applicable to this position, to the Intake Caseworker.
  - Track all matches made and closed in different mentoring programs.
  - Track all children on the waitlist with annual update to circumstances.
18. Match children and adults based on their needs, skill levels, complimentary personalities, and shared interests.
19. Facilitate Pre-Match training for families and assist Intake Caseworker when needed in delivering Pre-Match Training to volunteers.
20. Ensure the Intake Caseworker has a working knowledge of the mentoring files and is able to maintain files in the other Caseworkers absence.
21. Assist Intake Caseworker when needed in the screening of volunteers and families according to BBBSC National Service and Delivery Standards and agency policies and practices.
22. Provide information, coupons, and tickets to volunteers and families for community events.

**Intake (joint shared role)**

1. Maintain accurate, updated Dynamics CRM documentation according to BBBSC National Service and Delivery Standards and agency policies and practices.
2. Conduct all intake processes for ISM, Traditional, GameOn! and GoGirls mentor and mentee files.
3. Coordinate and deliver Pre-Match Training for all new volunteers and families, Update all training material on an as needed basis with support from Program Caseworker.
4. Screen all volunteers and families according to BBBSC National Service and Delivery Standards and agency policies and practices.
5. Engage volunteers, parents/guardian, children, schools and the community to encourage their participation in Big Brothers and Big Sisters programs.
6. 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.
7. Track and follow-up with volunteers and families not completing the enrolment process.
8. Support Caseworker staff and students when needed by assisting intake and match monitoring supports when needed.

**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](mailto:jen.visser@bigbrothersbigsisters.ca)

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

Closing Date: Open until a suitable candidate is found.