



JOB POSTING – FAMILY ENROLLMENT COORDINATOR

Come join our team of caring professionals as we work to enable life-changing mentoring relationships to ignite the power and potential of young people!

Overview

The Family Enrollment Coordinator is responsible for facilitating and coordinating client service requests coming into the Agency. They are responsible for working with families, school and community partners, and the Service Delivery Team to positively impact the lives of young people and their families across Niagara.

Big Brothers Big Sisters staff adhere to quality standards set out by Big Brothers Big Sisters of Canada and work within the guidelines, policies, and mission of the Agency.

Strong belief in the Big Brothers Big Sisters mission, vision, values and strategic direction.

About Big Brothers Big Sisters

Big Brothers Big Sisters of Niagara (BBBSN) is a charitable organization that has been supporting vulnerable young people in Niagara for the past 85 years. Our mission is to enable life-changing mentoring relationships to ignite the power and potential of young people. This is achieved through a combination of one on one and group mentoring programs, offered both in the community and in schools.

We are one Niagara wide agency providing increased services and impact for children, youth and their families across the twelve municipalities in Niagara.

Key Tasks and Responsibilities:

- Perform Casework duties, including effective and intentional client recruitment, orientation, intake interviews, assessments and trainings, and provide assistance with the matching process.
- Review all enrollment information and make recommendations for participation in agency programming, or for referral to community partner agencies.
- Implement regular opportunities and additional support for waitlist client.
- Apply a high level of child safety and risk management.
- Ensure compliance with BBBS of Canada National Standards and local agency policies.
- Deliver in-person and/or virtually-based, 1:1 and group-format orientation sessions and pre-match trainings.

- Conduct outreach to establish, build and maintain relationships with community partners for collaboration and client referrals.
- Assist with the planning and implementation of agency match and fundraising events as required.
- Demonstrate empathy and maintain strict confidentiality as outlined in the agency Confidentiality Policy.
- Other duties as assigned.

Qualifications:

- Successful candidate will have at minimum a diploma or degree in Social Service Work, Child and Youth Studies, Child and Youth Care, Psychology, or related program.
- Dynamic individual with excellent relationship building and communication skills.
- Experience within a social service/charitable agency and previous work with children and families is an asset.
- Experience within a social service/social work setting an asset.
- Strong computer skills, with ability to utilize Microsoft Software (365, Dynamics, Teams, Office, Excel, etc.)
- Clear and recent Vulnerable Sector Police Check naming Big Brothers Big Sisters.
- Valid driver's license and access to a reliable insured vehicle.
- Ability to work flexible hours

Estimated Start Date: October 2nd, 2023. Applicants are encouraged to apply early as interviews will be on-going. Applications will be accepted until the position is successfully filled.

Salary: \$39,994 per year plus health and dental benefits after the successful completion of a three-month probationary period.

Work locations will vary between various BBBS office locations in Niagara and in-community.

Working Hours: Full time position (37.5 hours per week). The ability to work flexible hours including evenings and weekends is required.

Big Brothers Big Sisters of Niagara is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you are contacted for an interview, please advise us of any accommodations needed to ensure you have access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially.

We appreciate all the applications we receive, but only candidates being considered for an interview will be contacted.

- Please send both resume and cover letter outlining your qualifications to Casework Supervisor Melissa Lodba at melissa.lodba@bigbrothersbigsisters.ca