



Job Posting – Casework Supervisor

Position Overview:

Anticipated Start date: January 6, 2025

Location: St. Catharines' Office with travel to other BBBS locations within Niagara required

Rate: \$45,000 annually

Type: Full-time 37.5 hours per week

Typical work week: Monday to Friday, with regular evenings and weekends required.

We are seeking a passionate, committed and talented individual to join our Staff team!

Position summary

Big Brothers Big Sisters of Niagara (BBBSN) is a charitable organization that has been supporting vulnerable young people in Niagara since 1937. 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.

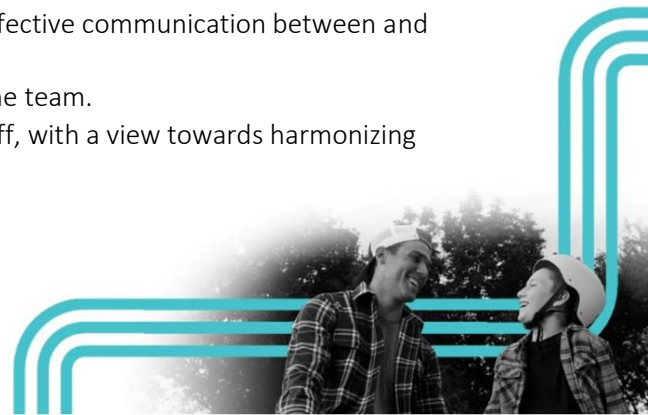
The Casework Supervisor provides leadership and support to a group of Staff to deliver Big Brothers Big Sisters programs and services to the community. The position is responsible for the implementation and supervision of the organization's mentoring programs including direct service for clients and their families, volunteer management, relationships and recognition and community partnerships. This position is also responsible for evaluation and auditing of all of the organization's programs in accordance with the National Standards as set out by BBBSC.

This position will perform casework duties while providing coaching and direction to Service Delivery staff. They will be responsible for providing regular casework duties including effective recruitment, selection, intake/screening, training, matching, monitoring and evaluation of matches. This role may include a combination of Site-Based and Community-Based programs/duties and program assignments may change over time.

Key Tasks and Responsibilities:

Service Delivery Initiatives

- Assist with the planning and coordination of the work of the Service Delivery team including evaluation, support, coaching, training and team building.
- Organize and lead Service Delivery meetings to maintain effective communication between and amongst staff.
- Ensure regular case conferencing of relevant files among the team.
- Regularly review and evaluate the match loads of every staff, with a view towards harmonizing and reconciling varying workloads.



- Oversee and coordinate relevant professional development activities for the Service Delivery team working with budget restrictions.
- Supervise the process of new Service Delivery staff onboarding and training. Assist with staff orientation and training elsewhere within the agency as appropriate.
- Develop and oversee regular audits including, but not limited to: files, customer service, volunteer screening/client intake, and retention processes.
- Identify and report any case file(s) that indicates risk or potential risk to the agency, volunteer or client.
- Review and sign off on all newly accepted volunteer applicants as well as all pre-maturely closed case files and any deemed to be of potential risk at the time of closure.
- Implement program evaluation tools and report outcomes.
- Utilize Service Delivery Platform safety and diligently for case management, as well as data and outcomes tracking
- Remain up-to-date on all modifications to the BBBS of Canada standards of Service Delivery, implementing the same in a timely and effective manner.
- Maximize the quality, effectiveness, efficiency and scope of service delivery.
- Develop and implement recruitment strategies throughout the Niagara region to increase the number of clients served within the various programs.
- Assist in the development of high-quality programs consistent with community needs and BBBS mission.
- Ensure post-secondary placement student training, support and evaluation is being achieved.
- Ensure minimum Service Delivery coverage is maintained in emergency circumstances.

Personnel

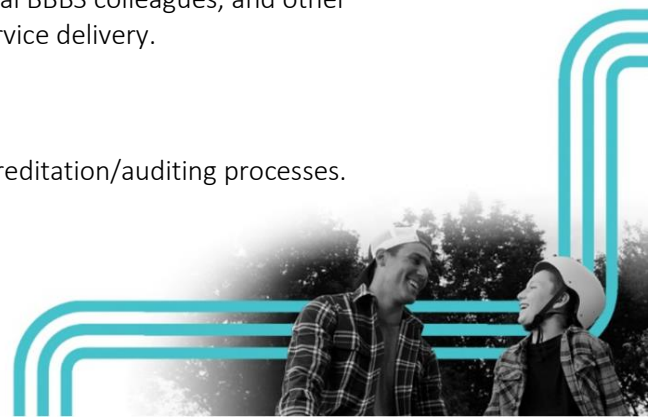
- Ensure all Casework staff receive sufficient training and ongoing support to perform their duties.
- Assist with quarterly performance evaluations of Service Delivery staff to measure performance against set annual goals and objectives, providing encouragement, feedback and recommendations.
- Assist in conducting formal annual performance evaluations.
- Provide positive leadership to all staff, encouraging a team approach, professional attitude and modeling best practices in this regard.
- Assist with recruitment and hiring processes of new Service Delivery team members.

Public Relations

- Ensure appropriate community representation and maintenance of a positive profile of the agency throughout the service delivery area.
- Attend meetings with service organizations, schools, colleges, and other community forums for the purpose of recruiting both clients and volunteers and raising awareness of BBBS of Niagara.
- Work in cooperation to develop and maintain relationships with other community/social service agencies, Boards of Education, Niagara Region and provincial BBBS colleagues, and other interested/invested parties to advance cooperation and service delivery.

Financial, Administrative, Compliance and Committees

- Work to ensure compliance is achieved for all National Accreditation/auditing processes.



- Assist in making recommendations and revisions to agency Program Policies.
- Report on program statistics, service delivery operations, programs, areas of concern, potential for growth, etc.
- Prepare and submit monthly and annual service statistics, and other program/service statistics as required.
- Work with the team to develop and secure funding and to secure new program partners to support current and new program initiatives.
- Collaborate to ensure all appropriate granting sources are explored and applications completed in a timely manner to maximize opportunities.
- Ensure all required information for funder and grant reporting is completed in a timely and comprehensive manner.
- Submit mileage expenses for approval and reimbursement on a monthly basis.

Opportunities, Engagement and Events

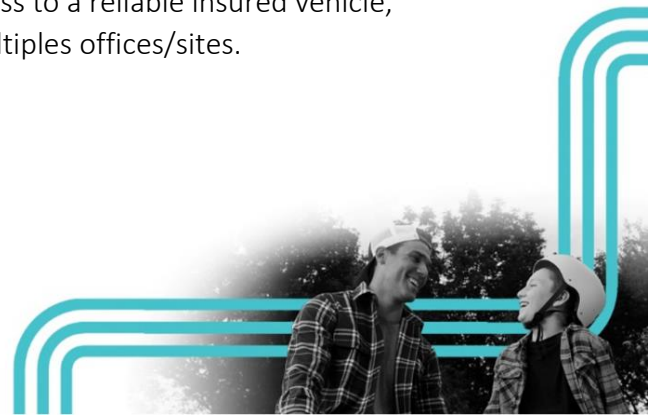
- Support the service delivery team in the planning and hosting of a variety of outings, events, and group activities intended to enhance the involvement of our volunteers and clients. Complete post-events evaluations and debriefs.
- Employ effective youth engagement strategies in all aspects of program development and implementation.
- Actively support the team in the planning and execution of an Annual Volunteer Recognition event, celebrating years of service.

Initiatives

- Lead the service delivery team in the identification and recruitment of children who are eligible for annual camp experiences and liaise with appropriate organization to ensure all documentation/registration details have been completed.
- Seek referrals for any annual agency scholarships available to the clients (current and/or former) of our programs heading to post-secondary education.
- Lead the service delivery team in the identification of children and families for corporate or agency initiatives that will provide financial or tangible support/assistance (food baskets, holiday gifts, sport funding, etc.).

Requirements:

- A current and clear Police Vulnerable Sector Check (PVSC) naming Big Brothers Big Sisters will be required.
- Strong belief in the Big Brothers Big Sisters' mission, vision, values and strategic direction.
- All BBBS employees work as part of a team, maintaining flexibility and ongoing communication.
- This position requires the employee to have daily access to a reliable insured vehicle, valid driver's license, and ability to travel between multiples offices/sites.



Qualifications:

- University or College degree/diploma in a BBBS of Canada approved program, such as Child and Youth Studies, Social Service Worker, Child and Youth Care, Psychology, etc.
- Minimum of 2 years' experience within a social service/charitable agency.
- Excellent organizational and time management abilities, with the ability to meet tight deadlines and with strong attention to detail.
- Maintain strict confidentiality as outlined in the agency Confidentiality Policy.
- Technological skills including but not limited to client database, Microsoft 365/Teams, Zoom
- Creative problem-solving habits and priority setting skills;
- Exhibit "role model" behavior and professional demeanor.
- Demonstrated interpersonal skills with people of all ages and cultural backgrounds.
- Strong organizational and planning experience, as well as presentation skills
- Able to work independently and as part of a team.
- Exceptional oral and written communication skills, including honed listening ability.
- Awareness and sensitivity to diversity, equity, inclusion and justice.
- Demonstrated ability to communicate effectively with a variety of people and solve problems as they arise.
- Ability to work flexible hours.
- Recent Vulnerable Sector Police Check.
- Reliable insured vehicle, valid driver's license, and ability to travel between multiples offices/sites.

How to Apply:

Please submit your resume and a cover letter outlining your relevant experience to Ashley Sinclair (Director of Services) at Ashley.Sinclair@bigbrothersbigsisters.ca

Application Deadline: (date)

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

For more information about our life-changing mentoring programs, please visit www.bbbsniagara.ca

Big Brothers Big Sisters of Niagara is committed to creating an inclusive environment that accommodates all individuals. We support the Accessibility for Ontarians with Disabilities Acts (AODA) and have policies and procedures that adhere to the accessibility standards set out in the AODA. Please let us know if you require any accommodation throughout the interview and selection process.

Big Brothers Big Sisters of Niagara is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Individuals with unique experiences, backgrounds and perspectives are encouraged to apply.

Big Brothers Big Sisters of Niagara is a living wage employer.

