

# Mentoring Coordinator

## Job Description

### ABOUT THE AGENCY

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Big Brothers Big Sisters of Victoria Capital Region (BBBSV) is a not-for-profit, charitable organization that supports children and families through mentorship.

The mandate of the organization is to make a difference in the lives of children by promoting their self-esteem, expanding their awareness of life's opportunities, and providing them guidance and support through long-term, one-to-one relationships with caring adult volunteers.

We work with children and youth annually offering four different programs across southern Vancouver Island, Salt Spring Island and Comox Valley.

The agency is funded by grants, donations, fundraising events and social enterprise, to meet the priorities of the agency.

Our people are passionate about making a difference and applying their diverse experiences and skills to support our community's most vulnerable young people as a team. We strive to share our values of welcoming, learning and sharing with our staff and co-op/practicum students.

### Diversity and Inclusion

BBBSV is committed to sustaining an environment where representation matters, diversity is celebrated and people of every race, religion, culture, gender and sexual orientation are welcomed.

At BBBSV, we acknowledge and honour the diversity of people, cultures, traditions, and experiences, and we recognize and uphold the right of all individuals to respect, dignity, fairness, caring, equality, and inclusion.

## THE POSITION

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Under the direct supervision of the Team Lead and reporting directly to the Program Manager, the Mentoring Coordinator is responsible for tasks related to match management and support, related administration, program support, attending and coordinating community and match engagement events, and general tasks associated with the job. The Mentoring Coordinator will be responsible for managing their own caseload as well as working collaboratively in a team setting. The position is in a philanthropy and not-for-profit setting.

## ACCOUNTABILITY & REPORTING STRUCTURE

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The Mentoring Coordinator will report directly to the Team Lead for day to day match management and team support. When applicable to HR and Big Brothers Big Sisters National Standards, or larger safety issues or concerns, the Mentoring Coordinator will report directly to the Program Manager and Executive Director.

## OVERVIEW OF PRIMARY DUTIES AND RESPONSIBILITIES

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The Mentoring Coordinator's role is to execute the delivery of the agency's programs within the community. This role will at all times work within the policies, procedures and mission of the Agency and will also carry out the roles of the job in accordance with the National Standards set out by Big Brothers Big Sisters of Canada.

### **1. Intake & Match Management**

- Establishes and manages a specified number of matches as determined by Team Lead
- Responsible for completing match monitoring contacts and tasks by required due dates in accordance with National Standards and Agency policies and procedures
- Responsible for completing steps associated with non-compliance of match monitoring procedures
- Facilitates match meetings and match closures processes in accordance with National Standards and Agency policies and procedures
- Builds relationships with volunteers, children, and families to promote connection to the Agency and on-going program involvement

## **2. Administration:**

- Creates and maintains all documentation relating to volunteers and children/families using Agency file management procedures and database in accordance with Big Brothers Big Sisters National Standards and Agency policies and procedures
- Maintains caseload management in Agency database
- When applicable, makes referrals to other community agencies, resources and supports
- Participates in file audit/review process in accordance with National Standards and Agency policies and procedures

## **3. Program Support:**

- Coordinates the distribution of donated items to match members/families
- Advises eligible children, youth, and families of scholarship, bursary, or other community opportunities (i.e. Tim Hortons Camp)
- Works collaboratively with MC Team to coordinate additional community agency match events (i.e. Summer BBQ, ticket pickup/distribution)

## **4. Additional Duties & Expectations:**

- Communicates and relates to staff, clients, families, volunteers, and additional stakeholders in a professional manner to promote healthy, safe, and effective relationships
- Maintains strict confidentiality as outlined in the Agency's Confidentiality Policy
- Attends staff/team meetings
- Participates in Agency events as required
- Communicates problems and concerns to supervisor immediately
- Supports volunteer intake team as needed
- Creates a work environment that promotes and fosters growth, respect, and inclusion that reflects the mission and values of Big Brothers Big Sisters
- Attends workshops and professional development trainings when necessary
- Performs other duties as mutually agreed upon with supervisor, may vary depending on program

## QUALIFICATIONS

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- Minimum 2 years post-secondary education in social/human services, education, etc. Completion of a 4-year post-secondary degree in a related field considered an asset.
- Due to the sensitive nature of this position, a clear criminal record check including vulnerable sector is required upon hire and ongoing during employment
- Reliable transportation and a valid BC Driver's License is required

## SKILLS

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- Experience working with children, families, and volunteers.
- Experience working in and leading groups for children's programs is considered an asset.
- Exceptional time management, data management, computer skills, and organizational skills; ability to juggle competing priorities and work efficiently while maintaining a strong attention to detail.
- Ability to manage a high volume, time sensitive workload.
- Excellent interpersonal, verbal and written communication, coaching, and problem-solving skills required.
- Ability to maintain confidential and respectful interactions