



A proud member of Big Brothers Big Sisters of Canada Federation

Team Lead - Group Mentoring Programs Full time, Hybrid

Mission, Vision and Core Values

Our **Mission** is to enable life-changing mentoring relationships to ignite the power and potential of young people.

Our **Vision** is that all young people realized their full potential

Our **Core Values** are:

- We Champion Potential
- Every Connection Counts
- Showing Up Matters

Big Sisters of BC Lower Mainland (www.bigsisters.bc.ca) is a non-profit society and proud member of Big Brothers Big Sisters of Canada Federation. We are committed to enhancing the confidence, self-esteem and well-being of self-identified girls and non-binary, trans, and Two Spirit youth. Big Sisters of BC Lower Mainland is a leader in mentoring youth and providing ongoing support through a variety of engaging programs. Our organization is committed to justice, equity, diversity, and inclusion and ongoing learning towards creating a more equitable society. We encourage applications from those who identify as Indigenous, a person of colour, 2SLGBTQIA+, a person with a disability or a member of another community that experiences additional barriers. Join us and make a positive difference in the lives of others in the community.

Why it's great to work with us:

Big Sisters is a friendly, inclusive, and committed team. We offer competitive total compensation packages including a hybrid work environment, a shortened work week (35 hours per week) and flexible scheduling, and paid time off that includes up to fifteen vacation days, up to fifteen wellbeing days, and up to three personal days in the first year of employment. Additionally, we provide a generous health care and extended benefits package, including prescription drugs and dental coverage, a professional development allocation, and various learning opportunities.

Is this you?

An experienced leader of people, you are positive, self-aware, and have strong communication and presentation skills. You enjoy engaging with members of the community to build relationships that lead to potential partnerships or opportunities for youth and volunteer recruitment. It's your mission to create quality group programs and support our volunteer mentors so they can work towards helping participants develop a positive self-image and boost their self-esteem. You understand that monitoring mentoring relationships and instilling trust between volunteer mentors and program participants is key to ensuring safe and healthy mentoring relationships.

About the role:

Reporting to the Director of Programs and leading a team of Group Mentoring Coordinators, including interns and practicum students as needed, you will be responsible for overall program management of the Group Mentoring Program, including volunteer recruitment and coordination across Big Sisters' programs.

What you will be doing:

PEOPLE LEADERSHIP

- Participating in recruiting, interviewing, and onboarding of new Group Mentoring Coordinators
- Leading training for new Group Mentoring Coordinators
- Leading developmental and disciplinary processes for direct reports, supported by Director of Programs & Director of Operations & Human Resources
- Providing timely support and guidance to direct reports when addressing sensitive and complex situations, escalating to Director of Programs as required
- Monitoring and managing direct reports' workloads, providing insights to inform workforce planning activities
- Engaging, retaining, and supporting the ongoing development of program Coordinators through effective performance management
- Maintaining open and regular communication with Director of Programs regarding potential challenges and/or workload issues
- Working with program Coordinators to develop and maintain volunteer Mentor relations and ensure volunteer retention

DATABASE / CLIENT RECORDS MANAGEMENT

- Ensuring youth / client and volunteer files are accurate and up to date
- Maintaining confidential and accurate written case notes and program files
- Documenting interviews, check-ins, conversations, emails, etc with mentoring groups; producing written summaries, assessments, and reports
- Maintaining security and confidentiality of child / youth / volunteer information in accordance with Agency policies and FOIPPA regulations

PROGRAM OPERATIONS & MANAGEMENT

- Developing program calendars including program dates, deadlines for applications, and dates for training sessions
- In collaboration with Director of Programs, Group Mentoring Coordinators, and other stakeholders, developing curricula and evaluation criteria for group mentoring programs
- Promoting the programs to various schools, school boards, and community groups
- Collaborating with the Programs & Office Administrator and Group Mentoring Coordinators to facilitate the youth & volunteer intake processes and management of associated documentation
- Participating in program evaluation activities, including gathering and analyzing data, recording participant testimonials, and supporting the preparation of impact and other reports
- Contributing to department and organization projects and improvement initiatives as a project lead or team member, as appropriate.
- Maintaining responsibility for a small roster of in-school programs (see Program Delivery below)

PROGRAM DELIVERY

- Recruiting, screening, and training potential volunteer mentors, including a cohort of practicum students
- Delivering group pre-match training to all volunteers and children/youth involved in the program
- Acting as a liaison between our organization, relevant school boards, and school personnel
- Building collaborative relationships with volunteer mentors and youth by providing continued support throughout their involvement with Big Sisters
- Matching volunteer mentors to schools and coordinating all program logistics
- Monitoring program delivery at multiple sites and ensuring that program standards are being met
- Supervising programs and providing support to mentors through the duration of the program
- Keeping track of supplies inventory to ensure that volunteer mentors have the resources they need to successfully host sessions
- Transporting items/supplies to school sessions as needed

COMMUNITY OUTREACH

- Conducting presentations on group mentoring programs & other programs and services as needed
- Establishing professional networks, rapport, and a positive reputation for the program within the schools and school districts served
- Acting as a liaison between the organization, schools, community organizations, and ethno-cultural groups as requested
- Maintaining a thorough knowledge of community resources & other supports

VOLUNTEER COORDINATION

- Leading volunteer recruitment for Big Sisters, Study Buddy, and Group Mentoring Programs; attending volunteer fairs and speaking at volunteer recruitment events throughout the Lower Mainland; maintaining postings on various volunteer-focused websites
- Collaborating with Marketing & Communications Team to plan and implement culturally appropriate recruitment strategies and materials for volunteers and participants
- Developing and maintaining relationships with local businesses, colleges and universities to promote interest in participation in organization programs
- Reviewing and updating policies and procedures for volunteer recruitment, training, development, and management best practices
- Developing and maintaining resource handbooks, program guides, and training session materials for volunteers
- Collaborating with the Programs & Office Administrator to process incoming volunteer applications and answer any inquiries, as needed
- Following up with potential volunteers' incomplete applications, as needed
- Coordinating and co-leading / co-facilitating Volunteer Training sessions with Mentoring Coordinators

OTHER

- Leading team meetings, actively participating in department and all-staff meetings
- Participating in the organization of, and offering suggestions on, organization activities, special events, camps, and workshops
- Participating in general organization functions, such as but not limited to, the Annual General Meeting, Volunteer Recognition Events, and fundraising events as required

- Assisting in general organization functioning and performs other duties as requested or required

What you bring:

- You have a minimum 2-year post-secondary diploma with related work experience (required) or a bachelor's degree in social sciences or humanities (preferred)
- You have a valid driver's license and reliable access to a vehicle for out-of-office appointments
- You have at least two years of experience in not-for-profit program implementation, development, and coordination
- A confident public speaker, you are skilled in group leadership and facilitation, and are able to give presentations to a variety of audiences
- You have well-developed interpersonal skills, including written and oral communication
- You are a well-organized, mature self-starter with the ability to handle a wide variety of tasks
- You work well under high-stress situations and hard deadlines
- You are motivated by our mission to increase the confidence and self-esteem of youth in the Lower Mainland
- You are passionate about guiding and supporting mentors as they build relationships with their mentees
- You have a flexible schedule, with the ability to work some evenings and weekends
- You have experience working with youth and volunteers with a variety of lived experiences
- You are knowledgeable about child and adolescent development and the challenges facing adolescents and youth
- Experience working with a case management database is an asset
- Proficiency in additional language(s) is an asset

What we offer:

- An opportunity to do meaningful work and make a positive impact in the community
- A supportive, positive and engaging work environment
- A commitment to flexibility and work/life balance for employees
- An annual salary of \$55,000 plus a comprehensive benefits package
- Up to 15 vacation days, 15 wellbeing days, and 3 personal days within the first year of employment
- Commitment to training and development to support employee growth through our Pro-D benefit

This Position:

This is a permanent, full-time (35 hours/week) position reporting to our Vancouver office two days per week with the option to work from the office or from home for the balance of the week. Daytime travel and some evening and weekend work will be required which will be supported through flex / lieu time.

Please note: Big Sisters staff must be fully vaccinated against COVID 19. Accommodations will be considered on request.

If this position sounds like you, please let us know why by submitting your resume and cover letter to jobs@bigsisters.bc.ca using the subject line: Team Lead - Group Mentoring Programs

Applications will be reviewed as they are received; this posting will close without notice when the position is filled.