



Enrollment Caseworker Posting

Position: Enrollment Caseworker

Position Type: 12 Month Contract – 35 hours per week

Application Deadline: Thursday, July 25, 2019 5pm

Start Date: early August 2019

About Us-

Big Brothers Big Sisters of Waterloo Region (BBBSWR) is a leader in offering quality mentoring programs for children and youth in Kitchener, Waterloo, Cambridge and the surrounding Townships.

Our mission is clear: to help children live their potential. Every day we are fortunate to see and hear first-hand the impact our programs have on the participants and how transforming this impact can be. Each time we pair a child with a mentor, we start something incredible – a life changing relationship built on friendship, trust and empowerment.

BBBSWR is an agency that provides valuable and meaningful work experiences to our staff. We are a team of young, friendly, passionate people who care about the community. Our office is open concept and located in the heart of downtown Kitchener. Our dress code is office casual and our working hours are flexible. We are an innovative, fast paced office full of foodies. We pride ourselves on providing our staff with a working environment that values a work life balance.

Summary-

The Enrollment Caseworker is responsible for the implementation of the casework policies and procedures in accordance with the National Standards as outlined by Big Brothers Big Sisters of Canada. Reporting to the Service Delivery Manager in conjunction with the Chief Executive Officer, the Caseworker will be responsible for the implementation of the enrollment policies and procedures in regards to new volunteers and clients. This position is for 35 hours per week and requires a willingness to work flexible hours, including evenings and occasional weekends. Consistent access to a reliable vehicle is required for travel through Waterloo Region.

Responsibilities-

- Provide prompt, engaging, positive and personalized response to inquiring volunteers and guardians
- Assist in orienting volunteers and guardians to increase their understanding of the organization, our programs and services and the roles and responsibilities of the volunteers and guardians
- Process volunteer and client files (including applications, references, police checks where applicable) in accordance with Big Brothers Big Sisters of Canada National Standards
- Assist with the completion of volunteer and client assessments and Pre-Match Training
- Provide program matching and/or monitoring support

Qualifications / Competencies-

- Post-secondary diploma or degree in social services, human services
- Minimum of 1 year experience working with children, volunteers and families in a similar capacity
- Excellent communication and interpersonal skills

- Demonstrated ability to take initiative, set priorities, meet deadlines and manage competing demands
- Strong computer skills
- Valid driver's licence, reliable vehicle and clear police check

Location-

Admin office: 30 Duke Street West, Kitchener

Apply-

Candidates from diverse groups are encouraged to apply. Interested applicants are asked to submit a resume or CV to Jo Wilson jo.wilson@bbbswr.org. In your email, please answer the following questions: 1) Why do you want to work for Big Brothers Big Sisters? 2) Tell us about a recent program or project you've been a part of and what you learned from it.

Deadline July 25, 2019. Only those selected for an interview will be contacted. No additional emails or phone calls please.