

CASEWORKER – CONVERSATION CLUB

Reports To: Program Manager

Primary Location: Peel Region

Status: 1 Year, Full Time Contract (35 hours/week)

ABOUT BIG BROTHERS BIG SISTERS OF PEEL YORK

Big Brothers Big Sisters of Peel York is an organization that believes in igniting the power and potential of young people. Our dedicated team provides support to children, youth, and families through various mentoring programs and the committed work of community volunteers.

POSITION SUMMARY

Big Brothers Big Sisters of Peel York is seeking a dynamic youth-serving professional with 2-3 years of experience working with newcomers and a passion for mentoring. This Caseworker position is a full time (35 hours per week) contract position for 12 months, requiring daytime availability. Some evenings and weekends may be required.

The successful candidate will work closely with children, youth, and volunteers to establish and support site-based group mentoring programs across Peel Region. The incumbent will join a small team of staff overseeing the Conversation Club program.

The Conversation Club Program serves newcomer youth ages 8-18 and focuses on increasing English language skills, building social connections across cultures, and fostering a sense of belonging and hope during the settlement process. BBSPY gratefully acknowledges program funding provided by Immigration, Refugees and Citizenship Canada.

The Caseworker is responsible for casework management, planning, and coordination of the Conversation Club program, in consultation with other members of the Conversation Club team and the Program Manager. The Caseworker is responsible for weekly program facilitation at multiple sites, while fostering the mentoring relationships between newcomer youth and the volunteer Mentors. They are accountable for working with community partners and settlement services to ensure services offered are inclusive, accessible, and result in healthy youth development.

All duties must be completed in accordance with local policies and procedures, as well as national standards as set out by Big Brothers Big Sisters of Canada.

KEY RESPONSIBILITIES:

- Intentionally focus service delivery efforts to meet community needs and funding objectives
- Responsible for matching, monitoring, and supporting mentoring relationships between volunteer Mentors and newcomer
- Plan, schedule and organize weekly activities to meet mentoring needs of newcomer youth and enhance social integration, English language skills, confidence
- Provide on-site facilitation and supervision of the program

- Employ effective youth engagement strategies in all aspects of program development and implementation
- Outreach to newcomer youth, families, schools, and community agencies to promote the program and engage youth
- Liaise and build strong relationships with appropriate staff at partner organizations regarding referrals of newcomer children and youth to the program
- Conduct screening and assessment interviews of volunteers to assess suitability for program involvement
- Deliver Child Safety Training as outlined by Big Brother Big Sisters of Canada to volunteers and newcomer youth
- Provide match monitoring, problem-solving and offer regular support to the youth and Mentors in accordance with national standards and agency procedures
- Ensure completion of program evaluation by newcomer youth, caregivers, and Mentors to assess impact of program and make recommendations to enhance program outcomes
- Document all contacts with volunteers and service users in Case Management System in accordance with agency policies and procedures
- Prepare monthly reports, budgets, and statistics
- Participate in cross-functional and special projects as assigned

KEY REQUIREMENTS:

- Successful completion of post-secondary education in Human Services (minimum of a two-year program - copy of diploma/degree will be requested)
- Two years of experience working with newcomer children, youth, and families within diverse communities
- Experience with group facilitation and program coordination
- Ability to speak a second language and familiarity with Peel's diverse community is preferred
- Proven experience working in a team environment and ability to work self-directed
- Demonstrated ability to work effectively in both remote and in-office working environments
- Excellent problem solving, written and verbal communication skills
- Strength-based, anti-oppressive, and trauma informed approach to service delivery with knowledge of child safety
- Commitment and knowledge of inclusive organizational practices
- Demonstrated ability to work collaboratively and respectfully with diverse individuals at all levels of the organization
- Experience working with children and youth through art-based activities is an asset
- Strong time management skills and the ability to prioritize workload as needed
- Experience with data entry and database management
- Proficient in MS Office Applications; Word, Excel, Power Point, Outlook, Teams
- Ability to work flexible hours, including evenings and some weekends as necessary
- Valid G Driver's License and access to a vehicle with insurance liability of \$2,000,000
- Current and satisfactory Vulnerable Sector Screening

KEY REWARDS:

- Remote/hybrid working options
- Compensation based on experience
- Training and professional development opportunities
- Positive and supportive work environment
- Flexible working hours

- Free on-site parking
- Mileage reimbursement for work related travel

Please forward resume and cover letter outlining your relevant work experience with children, youth and volunteers to Joanna Pereira, Program Manager, at Joanna.Pereira@bigbrothersbigsisters.ca by October 15th, 2023. No phone calls please. More information about our Agency is available on our [website](#).

Thank you to all applicants for your interest in this position. Please note that only those selected for an interview will be contacted.

Big Brothers Big Sisters of Peel York is an equal opportunity employer and is committed to hiring a workforce inclusive of the diverse population it serves. Big Brothers Big Sisters of Peel York promotes the principles of diversity and equity and adheres to the tenets of the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

This job posting is available in an alternative format upon request. If you are a person with a disability and require technical aids or alternate arrangements for tests or interviews, please advise us of these needs when you are contacted for an interview.