



Big Brothers Big Sisters of Kitchener-Waterloo and Area

Enrollment Caseworker

Position Type: Contract – 28 hours per week

Application Deadline: July 6, 2010

Summary:

The Enrollment Caseworker is responsible for connecting, assessing, recommending and supporting volunteers, children and families through the enrollment process. The focus is on creating and maintaining a variety of relationships through safe and effective screening methods where children and families can gain access to healthy mentors in their lives. This position is for 28 hours per week and requires a willingness to work flexible hours, including evenings and occasional weekends.

Responsibilities:

- Provide prompt, engaging, positive and personalized response to inquiring volunteers, children and families
- Provide positive and personalized introduction to the application process (telephone screening and booking of orientations)
- Complete orientations for children and families
- Complete assessments and write-ups and make recommendations for volunteers, children and families
- Ensure all required paperwork is complete for volunteer, child and family files according to BBBS and National Standards
- Complete all data entry as required for purposes of statistics, recognition and retention and ensure all forms and contact notes are complete
- Maintain contact with volunteers who are on hold or in transition
- Assist in the development and implementation goals and objectives for the volunteer program which reflect the mission and vision of the organization
- Assist in orienting volunteers and families to increase their understanding of the organization, its clients, its services and the roles and responsibilities of the participants
- Assist in promoting the volunteer program to gain community support

Qualifications:

- Post secondary education in social sciences, human resources, community development, public relations
- Minimum of 2 years experience working with volunteers, families and community stakeholders in a similar capacity
- Excellent communication and interpersonal skills
- Team player
- Good organizational skills
- Proficiency in computer processing applications and website development
- Valid drivers license as well as access to a reliable vehicle

A valid driver's license, reliable vehicle and clear police check are required for this position. Please indicate salary expectations.

If interested, please email your resume to resume@bbbskw.org. Only candidates selected for an interview will be contacted.