



As Canada's leading child and youth mentoring charity for over 100 years, Big Brothers Big Sisters facilitates life-changing relationships that inspire and empower children and youth to reach their potential, both as individuals and citizens.

Big Brothers Big Sisters of Greater Halifax has been **creating friendships since 1967**. We started out matching Big Brothers with Little Brothers and have grown to include a variety of different programs that serve children and youth of all genders. We are proud of our achievements and continue to strive to be on the leading edge of the Big Brothers Big Sisters movement in Canada.

Big Brothers Big Sisters is committed to principles of anti-oppression and employment equity. We encourage members of indigenous, ethno-racial, LGBTQ+, Francophone, immigrant, refugee, differently abled and other equity seeking groups to apply and self identify.

If accommodation is required during the hiring process, please inform the hiring committee once selected for an interview.

POSITION:

Program Assistant - Casual

(Hourly Contract – Casual)

Salary: \$16.00 per hour

Anticipated Start Date: January 2020 **Closing Date:** January 3rd 2020

POSTION SUMMARY:

An employee in this role, as part of a staff team, is responsible for assisting the Service Delivery team in provision of programs while demonstrating the organization's core values. They will adhere to all agency standards of service, and apply child safety and risk management knowledge throughout all aspects of their role.

ACCOUNTABILITIES:

Being responsible for assisting the Executive Director and Manager Service Delivery in meeting organizational objectives, the Program Assistant is accountable for fulfilling the following expectations:

The Program Assistant is an effective team player who also works well independently. This includes the agency staff team as well as clients, volunteers and families.

The Program Assistant may be assigned to conduct enrollment interviews and complete written assessments of children and volunteers applying to agency programs.

The Program Assistant may be assigned to meet with and interview current program participants to conduct support meetings and document outcomes.



The Program Assistant also works with the rest of the staff team to provide fun and engaging opportunities for Bigs, Littles, and parent/guardians to connect with the agency.

All Big Brothers Big Sisters staff are expected to attend and support the various agency events, such as Bowl For Kids Sake, Inspire Awards Gala, Annual General Meeting, and other fundraising or public relations events.

QUALIFICATIONS:

Post-secondary degree or diploma in Child & Youth Work, Child & Youth Studies, Social Work, or similar field. An equivalent combination of education and relevant experience may also be acceptable.

Experience working with children, youth, and families in a direct service role would be considered an asset.

COMPENTANCIES:

Approachability – Is easy to approach and talk to; spends the extra effort to put others at ease; is warm, welcoming, pleasant and gracious; is sensitive to and patient with others; builds rapport well; is a good listener.

Customer Service Orientation – Is dedicated to meeting the expectations and requirements of agency stakeholders and others in the community; gets first-hand customer information and uses it for improvements in programs and services; talks and acts with customers in mind; establishes and maintains effective relationship with all customers and gains their trust and respect; deals effectively with diversity

Decision Making / Decisiveness / Judgment - assess situations to determine the importance, urgency, risks and potential problems, gather and process relevant information, generate possible solutions and make clear decisions which are timely and in the best interests of the organization and/or those concerned

Planning & Organizing - Can marshal resources to get things done; works cooperatively and effectively with others to orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner; follows established procedures.

Goal Orientation – Willing and able to set and pursue goals with commitment and to take pride in accomplishment; willing and able to take action to achieve goals beyond what is necessarily called for.

Initiative / Independence – Demonstrates self-control and ability to manage time and priorities; ability to complete tasks independently; takes initiative and acts without waiting for direction; accepts



responsibility for actions and results; fosters innovation and creativity; continuous improvement and learning.

WORK ENVIRONMENT:

Program Assistants are **regularly required to work evenings and weekends** in the normal execution of the job requirements, including a variety of agency events and activities. The position requires working in a busy office environment as well as in the community.

All staff are required to travel using their own vehicle to various destinations within Halifax Regional Municipality to meet job requirements. In-person meetings and scheduled telephone match contacts can be done primarily during flexible hours determined by the Mentoring Coordinator in consultation with the Manager Service Delivery.

OTHER:

The employee must maintain a valid Nova Scotia Driver's License, a clean driving abstract and they must have a reliable vehicle with insurance maintained at a minimum level of \$1,000,000 PL&PD.

Satisfactory results of a Criminal Records Search, Vulnerable Sector Search, and Child Abuse Registry search is required for employment.

Interested persons can send their resume and cover letter by email to jonathan.leard@bigbrothersbigsisters.ca

Attention: Manager Service Delivery

RE: Casual Program Assistant Position

Only those selected for an interview will be contacted, but Big Brothers Big Sisters thanks everyone for taking an interest in working with the organization.