

Case Manager, Homework Club (Halton Region)

Big Brothers Big Sisters, Serving Grand Erie, Halton and Hamilton

POSTED ON: April 3, 2025

CLOSING ON: April 17, 2025, 5:00pm. Applications will be reviewed on a rolling basis.

LOCATION: Work stations are provided in both our main facility (Hamilton) and satellite office (Burlington). A willingness to travel within the communities we serve is required (mileage reimbursement).

EMPLOYMENT TYPE: Full-time, Contract, 35 hours/week. 2-year contract, effective May 5, 2025, until April 30, 2027.

STATUS: Hybrid role - we offer flexibility with virtual options; however, the role does require in person programming in Halton, inclusive of in person meetings.

COMPENSATION: \$ 22-25/hour + Employer-paid Benefits.

WHO WE ARE

For over 100 years, Big Brothers Big Sisters, serving Grand Erie, Halton and Hamilton (BBBSGEHH) has provided essential services in our local communities. We are part of a National Federation comprised of 80+ Member Agencies servicing more than 1,100 communities across the country.

VISION & MISSION

Our Vision is that all young people realize their full potential. Our Mission is to enable life-changing mentoring relationships to ignite the power and potential of young people.

THE OPPORTUNITY

The agency is looking for an insightful and impactful individual to join as a Case Manager to help support our continuously improving organization to deliver impactful mentoring services to the communities we serve.

The Homework Club is an after-school mentoring program for elementary-aged young people. In this program, high-school students mentor participants who require academic, social and/or emotional support. The program focuses on increasing student success and is run weekly after school from October through April.

The Case Manager, Homework Club, will work as part of a pair that is responsible for coordinating program delivery in the Halton area, which focuses on educational engagement and social-emotional development through the lens of reducing the impacts of systemic barriers for equity seeking groups. The co-design of enhanced programming for these communities will be part of the role, with a focus on strategy, research, outcomes and innovation. The desire to learn and grow is a must.

This position will report to the Manager, Group Programming.

DUTIES AND RESPONSIBILITIES

Program Deliverables:

- Manage intake of Homework Club children, including training.
- Assist with intake of youth Homework Club volunteers (from receiving their application, screening, reference checks, interviewing, training, and then supervising them).
- In coordination with the other Homework Club Case Manager, conduct group trainings to train the volunteer youth, prior to acceptance.
- Contact schools late August/early September about setting up Clubs and begin permission form collection process with school liaison.
- Match high school students 1:1 with elementary students, in groups of 15-20 matches.
- Open clubs, supervise clubs weekly after school in Halton Region.
- Support adult volunteer supervisors where applicable.
- Facilitate match closure process for Mentor, Mentee and Parent/Guardian.
- Volunteer recruitment (particularly with grade 8 students end of school year, and at high schools).

Internal/External Relations:

- Communicate with teachers about child's homework/needs.
- Liaise with schools, other youth service agencies, other community groups, clubs or the public in general as required.
- Make referrals to other agencies or other colleagues within your own agency, as warranted.
- Participate on committees as required.

Admin/Other:

- Provide regular reports to Management, or special reports as requested.
- Maintain strict confidentiality as outlined in agency Privacy and Confidentiality Policy.
- Perform administrative functions as required to manage caseload.
- Administer surveys and match monitoring throughout the school year.
- Maintain case notes on all matches in accordance with the National Standards.
- Track and manage weekly youth volunteer hours, and administer all youth volunteers a letter at the end of the school year.
- Troubleshoot and problem solve on a weekly basis- managing challenges and mentoring youth volunteers.

QUALIFICATIONS AND REQUIREMENTS

- BSW or related post-secondary degree/diploma in a related field (social work, psychology, sociology) combined with 1-3 years related experience.
- Experience with education an asset.
- Must have demonstrated knowledge and commitment to understanding the needs of working with marginalized and vulnerable people from a strengths-based approach.
- Must demonstrate strong organizational skills, with the ability to plan, set priorities and meet timelines consistently.

- Strong communication skills, collaboration and teamwork skills.
- Working knowledge of Office 365 programs and familiarity with CRM Dynamics desired
- Strong problem-solving skills.
- Ability to work flexible hours (evening meetings as needed).
- Access to a vehicle (for in-person programming and some meetings).
- Residing in Halton Region is an asset.

APPLICATION PROCESS

BBBSGEHH is committed to the principles of equity, diversity and inclusion in the workplace. We aim to hire the best candidate for the position based on their qualifications and merit in terms of knowledge, skills, and experience. BBBSGEHH will not discriminate against job applicants on any of the grounds protected by human rights legislation during any phases of the recruitment, screening and hiring process. We welcome applications from persons with disabilities and will provide accommodations during all stages of the hiring process upon request. All hiring managers of BBBSGEHH will treat all job applicants with dignity and respect. At no time during the interview process will any questions be asked that touch on any prohibited areas outlined in the Human Rights Code (such as age, ancestry, colour, race, ethnic origin, place of origin, creed, disability, sex/pregnancy, family status, marital status, sexual orientation, gender identity, and gender expression).

We thank all applicants for their interest, however, only those candidates whose skills and experience best match the requirements of the position will be contacted for an interview.

Interested applicants are invited to submit their cover letter + resume by email with the job title as the subject line to: lauren.kenwood@bigbrothersbigsisters.ca, Group Manager, by 5:00pm on Thursday, April 17, 2025.