



BETWEEN FRIENDS CLUB EMPLOYMENT OPPORTUNITIES

Between Friends Club believes that our programs must be accountable to our members. In order to provide safe, accepting environments, we screen all applicants thoroughly and on an ongoing basis. We must ensure that appropriate personnel staff our programs; therefore we reserve the right to refuse an applicant.

Between Friends Club is an equal opportunity employer. Between Friends Club thoroughly screens all applicants initially and on an on-going basis.

1. Full Time: Communications Lead
2. Full Time: Membership & Office Assistant
3. Part Time: W.E.S.O.A.R. Program Leader (Fall Programs: Starting Sept. 2011)

All employees must adhere to the Policies and Procedures of Between Friends Club recreation for people with disabilities.

To apply for any of the positions listed above please submit a **Cover Letter & Resume in PDF format with the Position being applied for in the Subject Line.** Send applications to kwhelan@betweenfriends.ab.ca attn: Human Resources Lead, unless otherwise stated.

Only those being considered will be contacted for an interview, no phone calls please.

FULL TIME OPPORTUNITIES

COMMUNICATIONS LEAD

General Purpose

Reporting to the Director of Operations, this position will work within a strong team environment to provide leadership in the development, implementation and evaluation of communications strategies for Between Friends Club's internal and external stakeholders and audiences.

Key Responsibilities

- Research, plan, implement, monitor and evaluate communications strategies and plans to align with the organization's mission, brand and strategic plan.
- Develop new and effective strategies to communicate with key stakeholders.
- Review all submitted, internal and external, marketing and/or communication materials to ensure the material and messages are consistent with Between Friends Club's communication plan.
- Coordinate, implement, track, evaluate and report on campaigns and activities to increase the profile of Between Friends Club related to potential members, personnel, funders/donors.
- Produce key communications/marketing materials.

Communications

- Produce and distribute program guides.
- Provide communications support in the writing, production and distribution of marketing and communication materials, including but not limited to; annual reports, fundraising/event materials, donor recognition materials, videos, banners, program flyers, brochures, training materials, Between Friends Club attire and recognition items.
- Develop and maintain an archive of participant stories and photos, to be used by the agency.
- Manage contacts and internal files and databases for marketing and communications purposes.
- Contribute to and assist in the coordination, writing, editing, production and distribution of monthly e-newsletter.
- Provide communications support for committees and agency volunteer groups.
- Train all appropriate stakeholders on the Between Friends Club's communication plan.

Media Relations

- Develop and maintain citywide media relationships including building and maintaining a media database, media monitoring and reporting.
- Responsible for writing and distributing releases/advisories, backgrounders, fact sheets, articles, key messaging, speeches, PSA's and other media related materials, as required.
- "Pitch" ideas to the media and coordinate media requests.

Community Relations

- Coordinate and support United Way of Calgary & Area's Speaker program.
 - Represent Between Friends Club as a United Way speaker
- Coordinate United Way campaigns.
- Attend Speaking engagements to promote and raise awareness of Between Friends Club to donors and funders.
- Ensure agency partners are recognized appropriately and as per contractual agreements.
- Communicate with existing partners and strengthen partnerships with existing and new organizations, corporations and individuals.
- Develop and train a database of Between Friends Club stakeholders who could speak on behalf of Between Friends Club.

Website/Social Media

- Maintain and maximize the impact of Between Friends Club's website, including updates, changes, etc.
- Provide recommendations for website edits, functionality and improvements.
- Ensure that the agency is using the social media market to its potential and make recommendations, as necessary.
- Maintain and update all social media outlets, according to Between Friends Club's communication plan; this includes, but is not limited to, Facebook, Twitter, and YouTube.
- Track website and social media usage.

Program Support

- Assist in program visits for all Between Friends Club programming including: evening and weekend programs and day camps.
- Provide feedback to the appropriate staff, to ensure Between Friends Club programming is completed in a safe and accepting environment.
- Attend scheduled events, as requested by the Director of Operations.
- Attend the camp cookouts at Camp Bonaventure, to promote agency awareness and recognition of volunteer groups.
- Ensure all program staff and volunteers are aware of Between Friends Club's key messaging and provide all necessary personnel with the appropriate information and materials.

Special Events

- Attend agency events, as requested by the Director of Operations.
- Provide Communications support to all appropriate individuals during the planning and implementation stages of all Between Friends Club and third party events.

Other duties as assigned by the Director of Operations.

Requirements:

- Post secondary education in Communications and/or Public Relations
- 4-5 years communications experience
- A combination of experience and education will be considered
- Intermediate knowledge of technical and software packages - Microsoft Office (Word, Excel, PowerPoint etc)
- Standard First Aid and CPR certification
- Must be able to provide a clear Criminal Record Check and Child Welfare Clearance Check
- Able to work flexible hours to meet responsibilities and complete tasks
- Comfortable with public speaking

Assets:

- Experience in the non-profit and disability industry
- Membership in a Communication Professional's Association
- Intermediate experience with Adobe CS4, Adobe Reader, Photoshop and InDesign
- Knowledge of HTML programming

Additional Attributes:

- Exceptional organizational and time management skills and able to prioritize multiple and conflicting priorities

- Action-oriented; a strong and efficient problem solver and able to make appropriate decisions and take action when needed
- Strong attention to detail
- Strong, creative writer with grammatical excellence
- Positive attitude
- Able to clearly articulate your message in written and verbal communications
- Effective listener
- Display integrity, objectivity, confidence and commitment to excellence
- Able to envision potential areas of growth and development in regards to your workplace
- Interest in learning and seeking out information
- Excellent interpersonal skills; a team player who is cooperative and collaborative with personnel at all levels within the organization

Details:

Expected Start Date: Immediate

Applications Deadline: Position closes when a suitable candidate is hired, no phone calls please

MEMBERSHIP & OFFICE ASSISTANT

General Purpose

Reporting to the Operations Coordinator, the Membership & Office Assistant is responsible for providing reception, clerical and administrative support in order to ensure that Between Friends Club office and administrative functions are carried out in an effective and efficient manner.

Reception Duties

- Provide exceptional customer service to all Between Friends Club stakeholders and the general public
- Answer, screen and direct telephone calls, faxes and e-mail messages; handle inquiries whenever possible and/or redirect to a team member, when applicable.
- Redirect calls, as appropriate, or take adequate messages and relay to appropriate personnel, when required
- Greet, assist and/or direct visitors entering organization
- Ensure knowledge of staff movements in and out of the office
- Arrange for incoming and outgoing courier deliveries
- Tidy and maintain the reception area
- Ensure appropriate security is maintained in reception area

Membership

- Provide new members with the information they require to join the organization
- Provide members with the necessary information to ensure their successful involvement with the organization and ensure they are connected with the Outreach and Membership Coordinator
- Data Entry
 - Assist with inputting membership and personnel data into the database
 - Input and update information related to Between Friends Club stakeholders and mailing lists
- Mailing
 - Assist with the production and distribution of the newsletters, information flyers and/or other materials required for agency, event, promotions or communications
 - Ensure appropriate and correct mailing information is provided to the appropriate staff member
 - Complete mail merges, under the direction of the appropriate staff member
- Assist in special events, as directed by the Operations Coordinator

Registration

- Coordinate with the Operations Coordinator to ensure the registration process is efficient
- Generate a registration summary and calculate program capacities for staff & program meetings.
- Complete program and special event registration
- Produce registration reports and/or other reports, as requested
- Provide Statement of Accounts to Stakeholders, as requested, in a timely manner
- Update registration status and inform appropriate staff members, as required
- Attend and assist in all scheduled registration evenings

Administrative Duties

- Provide word processing and secretarial support
- Mailing
 - Pick up and deliver the mail
 - Open and date stamp all general correspondence
 - Distribute mail to appropriate staff members in a timely fashion
 - Ensure delivery of all outgoing mail

- Purchase, distribute for signing, and mail out sympathy/greeting cards and other cards, as required.
- Complete cheque requests, as required
- Record, prepare and distribute agendas & minutes for all meetings
- Coordinate boardroom bookings, ensure agency calendar is up to date
- Prepare for and schedule meetings, social events and team building, in conjunction with appropriate members of the team; coordinate attendees, prepare/order refreshments, prepare room and equipment
- Provide administrative support to all office staff
- Maintain photocopy and postage logs/spreadsheets
- Ensure the general office areas are kept tidy (boardroom, kitchen, storage room, hallways, reception)
- Create and update office duty schedule
- Monitor and maintain storage room, office supply inventory, and equipment; and purchase, when necessary, as approved by the Supervisor.
- Coordinate the repair and maintenance of office equipment.
- Maintain general filing system and file all correspondences, in a timely manner
- Prepare appropriate documents and complete binders, as per the request of appropriate staff members and the Operations Coordinator.

Other duties as requested by the Operations Coordinator

Requirements:

- Prior experience with reception, clerical and administrative duties
- Must have a valid Alberta Class 5 Driver's License
- Must have their own transportation
- Standard First Aid & CPR certification
- Must be able to pass a Criminal Record Check and Child Welfare Clearance Check

Qualifications:

- Must excel in the following areas:
 - Reception
 - Customer Service
- Must be proficient in Microsoft Office 2007 or higher
- Must demonstrate the following skills:
 - Multi-tasking and self-starting
 - Analytical and problem solving
 - Decision making
 - Effective communication skills
 - Stress Management
 - Time Management
 - Work within a team environment, as well as, independently
- Experience with people with disabilities, an asset

Details:

Expected Start Date: October 2011

Applications Deadline: Position closes when a suitable candidate is hired, no phone calls please

PART TIME OPPORTUNITIES

WEEKEND AND EVENING SOCIAL OPPORTUNITY, ACTIVITIES AND RECREATION PROGRAMS (W.E.S.O.A.R. PROGRAMS)

PROGRAM LEADER

W.E.S.O.A.R. Program Leaders are responsible for facilitating one or more programs running during weekend and evening hours. This position requires the Program Leader to be responsible for the care and supervision of 8 participants. Activities include swimming, bowling, social and movie programs. This position will also be responsible for supervising and communicating with volunteers. Program Leaders are required to attend all contracted program dates, meetings and complete parent phone calls on an on-going basis.

Contract Start Dates: 8-10 week contract during the Fall, Winter, Spring, Summer season – expected start date is September 2011.

Hours: Tuesday – Sunday; commitment of one program = once a week for 2-4 hours depending on each program.

Starting Wage: \$13.95/hour

Requirements:

- 18 years of age or older
- Current First Aid/CPR Level C Certification
- Ability to pass a Criminal Record Check and Child Welfare Clearance
- Able to actively participate in activities planned
- Must be physically agile to run, lift and provide physical support in a fast paced environment.
- Provide assistance in wheelchair lifts & transfers, with support
- Active cell phone, for use during evening and weekend programming

Assets:

- Experience working with people with disabilities
- Knowledge on adapting activities for people with disabilities
- Knowledge of American Sign Language an asset, but not a requirement
- Organizational skills
- Leadership experience
- Ability to work independently

Accepting Applications on an on-going basis; positions will be filled as suitable candidates are hired.