



Client Engagement Coordinator
Job Posting

ABOUT US:

Since 1985, Compeer Buffalo has been providing social support in the form of friendships, to individuals (age 6 and up) who are striving for mental wellbeing. We know that friendship decreases loneliness and isolation, therefore we offer 1:1 friendship, social engagement activities, school-based mentoring, and mental health education in our community. Compeer Buffalo is also the headquarters for 40 affiliates internationally.

At Compeer Buffalo, we are deeply committed to creating a diverse and inclusive workforce that reflects our values of Mental Wellbeing, Inclusion, Trust & Transparency, Integrity, and Curiosity. We welcome and encourage candidates from all backgrounds to apply, and we strive to create a workplace where everyone feels valued, respected, and empowered to succeed. Compeer is a 2023 Buffalo Business First Best Place to Work Finalist.

POSITION DESCRIPTION:

Compeer Buffalo is seeking candidates for the new full-time position of Client Engagement Coordinator. This versatile role is integral to our growing programming and will support various initiatives, ensuring a consistent and exceptional Compeer client experience. The role encompasses engagement with different age groups, and the position's responsibilities will adapt to meet the program needs. The Client Engagement Coordinator will report to the Director of Programs.

Responsibilities:

- Client Intake and Engagement:
 - Manage client referrals for the 1:1 Friendship/Mentoring Program.
 - Maintain a centralized intake process, including facilitation of monthly client intake sessions.
 - Act as the primary point of contact for referral sources and families at the time of referral.
 - Handle all paperwork and communication related to intake.
 - Provide support to referral sources, including developing a quarterly e-newsletter and maintaining frequent communication.

- School-Based and Higher Education Programming Support:
 - Serve as a mentor to students in middle and high schools.
 - Collaborate with School-Based team members.
 - Offer regular programming updates to the School-Based Program Coordinator.
 - Collect surveys and maintain case notes in the database.
 - Assist in facilitating social activities for mentees and mentors in the Higher Education program.
 - Conduct interviews with volunteer candidates.
 - Deliver informational sessions to potential volunteers/mentors and mentees.
 - Assist in the matching process between volunteers/mentors and mentees.

- Overall Programming Support:
 - Contribute to the annual survey administration process.
 - Actively participate in regular Program Team meetings.

SUMMARY OF REQUIRED QUALIFICATIONS, EXPERIENCE AND SKILLS:

- Commitment to the mission and values of Compeer Buffalo, including a passion for making a positive difference in the lives of others.
- Demonstrated commitment to diversity, equity, and inclusion, with the ability to promote these values within the organization and its programs.
- Strong interpersonal and communication skills, with the ability to build positive relationships with program participants, mentors, community partners, and other stakeholders.
- Excellent organizational and time management skills, with the ability to manage multiple tasks and priorities simultaneously and meet deadlines.
- Ability to work independently and as part of a team, with a positive and collaborative attitude.

SUMMARY OF PREFERRED QUALIFICATIONS, EXPERIENCE AND SKILLS:

- At least 2 years of experience in program coordination or delivery, preferably in a nonprofit setting.
- Experience in mental health services; may include lived experience.
- Experience engaging with clients of different age groups.
- Experience in mentoring, or working with youth and/or young adults in a supportive capacity.

SALARY/BENEFITS:

Salary range of \$36,000 to \$38,000

Employees work a 4.5-day workweek.

From the time of hire, employees begin to accrue 140 hours of vacation time, 12 sick days and 4 mental health days a year. Also, we offer 11 holidays, contribution towards employee pension, professional development opportunities, and dental (full), vision (full) and single health insurance coverage (90%).

Job Type: Full-time, Non-Exempt	Hours/Days: Typical hours 9a-5p, some non-traditional hours. Friday afternoon is a mental health day.
--	--

APPLICATION:

Please submit a cover letter and resume to Ashleigh Cieri, Director of Programs, ashleigh@compeerbuffalo.org no later than Friday, November 17th, 2023 at 5pm.

At Compeer, a diverse, inclusive, and equitable workplace is one where all employees, clients, volunteers, board members and stakeholders whatever their gender identity, economic status, race, ethnicity, national origin, age, sexual orientation or identity, education, religion or belief, marital status or disability, feels valued and respected. We are committed to a nondiscriminatory approach and provide equal opportunity for employment and advancement in all of our departments and programs.