

**Job Description**  
**Program and Outreach Support, Child Care Resource & Referral**  
**Child and Youth Services Team**

**Summary:**

The role of the Child Care Resource and Referral agency (CCRR) is to improve the quality and accessibility of child care in all communities served, thereby improving participation in the economy and healthy child development.

The Program and Outreach Support Worker creates a welcoming environment to support the day to day operations of the Child Care Resources and Referral (CCRR) program by assisting families, child care providers and community members with the programs resources.

**Key Duties and Responsibilities:**

- Provides friendly service and support (telephone, in person, e-mail) to families and child care providers in Gibsons, Sechelt, and Pender Harbour locations
- Provides referrals and resource information on child care and other relevant information.
- Assists with the CCRR lending library and rental equipment, including tracking reservations and overdue items, cleaning and maintaining resources, and assisting members
- Provides information on the Affordable Child Care Benefit packages and one to one assistance upon request.
- Collects accurate daily statistics of face-to-face /phone calls/e-mail for MCFD and SCCSS annual reports.
- Provides support to families and child care providers through outreach visits to parent and child drop-in programs.
- Provides support and outreach to child care providers including regular support calls, outreach visits to child care centres from Port Mellon to Egmont preparing and sharing information, resources, and age-appropriate activities.
- Provides direct support to and assists with day-to-day operations of Sechelt Family Resource Program
- Maintains and updates the child care registry monthly, according to Program Coordinator's recruitments, as well as information provided by child care providers.
- Participates in the development, implementation and promotion of workshops, annual conference and special events.
- Organizes, promotes and delivers child care networking meetings.
- Assists Program Coordinator with RLNR Health and Safety Home Assessments.
- Participates in community meetings as a representative of the CCRR and SCCSS as needed.
- Provides content for CCRR's quarterly newsletters and participates in production of newsletter supplements.
- Helps maintain and update children's play areas in Gibsons and Sechelt offices.
- Stay current regarding child care resources, research, issues, curriculum and best practice.
- Collaborates with other SCCSS programs to enrich program delivery and fulfill our mission more effectively.
- Obtains and maintains awareness of the demographic and socio-economic variables of the community and activity works to reduce barriers to services.
- Participates in community assessment activities, collecting data to enhance community engagement and support for child care providers.
- Demonstrates cultural competency working with Indigenous families and community.

- Maintains client records and client files in keeping with program manual and SCCSS policy
- Supports the mission, vision and values of SCCSS including participating in organizational wide initiatives as interested or asked.
- Assists the Program Coordinator in creating a learning environment for students and volunteers.
- Ensures effective service delivery consistent with agency mandate, policy, meeting all legal, contractual financial and other compliance requirements.
- Supports ongoing compliance with accreditation standards, new standards and CARF requirements.
- Stays current with SCCSS programs and services.
- Assists with other duties as required, from time to time, aiding with the efficient operation of the organization.

### **Qualifications and skills required:**

- Certificate in Early Childhood Education or equivalent plus 3 years of related experience in child care programs or the equivalent in education and experience.
- Knowledge of child care needs and issues on the Sunshine Coast along with knowledge of available community resources.
- Good working knowledge of the Local, Provincial, and Federal legislation and regulations as relevant to the work.
- Experience working effectively and in a non-judgmental manner with clients from different cultures, ethnicity, and socio-economic backgrounds.
- Proven ability to work collaboratively across programs and with community partners.
- Strong computer skills in Microsoft Office suite and social media.
- First Aid Certification.
- Excellent communication and organizational skills.
- Master multi-tasker able to identify and act on priorities.
- Successful results of criminal records check.
- Valid driver's license and reliable vehicle is required to attend meetings and events across the Coast.
- Strong knowledge of SCCSS programs and services.
- Ability to work flexible hours – may require evening and weekend work to meet the needs of the clients.

### **Working Conditions**

- This position works in a variety of locations included family residences, community settings and a typical office environment.
- This position may work alone, one-to-one with families or individuals, with little to no supervision.
- This position requires flexible hours including evenings and Saturdays to meet the needs of clients.

### **Physical Requirements**

- Sitting for extended periods of time and computer use.
- Lifting and moving of general office supplies and other related supplies/equipment.
- Moving of furniture such as setting up tables and chairs.

### **Organizational Relationships**

This position reports to the *Program Coordinator, CCRR*