

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

**Summary:**

The Program and Outreach Support Worker creates a welcoming environment and supports the day-to-day operations of the Child Care Resource and Referral (CCRR) program. They assist, support, and provide resources for child care providers and families.

**Key Duties and Responsibilities:**

- Provides friendly service and support (telephone, in person, email) to families and child care providers in Gibsons, Sechelt, and Pender Harbour locations.
- Provides referrals and resource information on child care and other relevant topics.
- 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 and outreach to child care providers including regular support calls, 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.
- Participates in the development, implementation and promotion of workshops and special events.
- Organizes, promotes, and delivers child care networking meetings.
- Assists Program Lead 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.
- Helps maintain and update children's play areas in Gibsons and Sechelt offices.
- Stays current regarding childcare 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.
- 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.
- 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.

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

- ECE or ECEA certificate and experience in the child care field.
- 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 the Microsoft Office suite.
- 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, but mostly in the CCRR offices in both Sechelt and Gibsons.
- 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 Lead, CCRR*