

Family Support Program Assistant

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community.

The Family Support Program Assistant provides program support to the Preschool and After School Program and focuses on engaging families with the programs offered by West Neighbourhood House to reduce isolation and encourage participation within our broader services such as Women's Empowerment Programs, Settlement Services and the Older Adult Centre. The Family Support Program Assistant also conducts outreach, information and referral, advocacy and informal supports for families with children under the age of 12.

Responsibilities:

- Supporting the planning of program delivery for parents or caregivers and their children (aged 0 to 12) in order to encourage social interaction, mutual support and positive coping strategies; assessing the need for other services at iterant locations as needed;
- Engaging the community (parents and families) through outreach and providing information through one on one services or groups in the catchment area;
- Promoting the activities and services of programs within the catchment area through outreach to isolated low income families; developing and organising information and discussion sessions, developing materials on issues identified by the community; providing support and referral to other services or Agencies, developing and facilitating access to other programs within the House;
- Representing the program on appropriate community networks as needed- such as Growing Up Healthy Downtown; EarlyOn Network as needed and developing partnerships and working in conjunction with other local service providers, Agencies and community groups to co-ordinate the delivery of common services, to keep abreast of new initiatives and to advocate on behalf of local parents;
- Compiling various statistics, records, reports as required by funders or unit staff;
- Outreaching to and assist newcomer families to the Trinity Spadina area of Toronto, helping them to access services and programs;
- Providing individual and group information and / or referral to programs and services in the Trinity Spadina area;
- Working in collaboration with partner agencies such as the EarlyON programs, parent Groups, and schools;
- Participating and assisting as a team member on the delivery of other activities in the program especially during seasonal peak work/program periods, during vacations or other absences; participating on planning or evaluation initiatives, on in-house committees, events, joint initiatives and activities as required; providing other related duties as required;
- Participate as a member of the unit and assist with program planning initiatives, the on-going evaluation, development and maintenance of all aspects of the program; on in-House committees,

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External Job Posting

retreats, House-wide events, joint initiatives between programs and other activities as required; providing other assistance as required.

Qualifications:

- Familiarity with family learning models, as may be attained through a Diploma or Degree in Early Childhood Education from a recognised institution allowing for accreditation within the field of child and family studies, child and youth worker, social work and/or equivalent education and training.
- Knowledge of community based programming in a diverse multi-cultural community with familiarity of the services available to pre-school children and their caregivers in west-central Toronto.
- Skill in planning and supporting services and activities by engaging parents and caregivers during the process, in promoting the program's activities.
- Ability to Prepare/deliver information sessions and materials for parents and community groups.
- Strong administrative and analytical skills to determine the scope and content of program activities, scheduling events, co-ordinating activities with other Agencies/service providers.
- Ability to participate in program activities.
- Strong interpersonal and cross cultural written and verbal skills in order to interact with children, their parents or caregivers for many of whom English is their second language and to develop information materials.
- Knowledge of database and word processing software in a Windows environment.
- Creativity is essential in developing and promoting the program on a limited budget.
- Ability to work occasional evenings and weekends.
- Knowledge of a second language, both verbal and written, found in the catchment area sufficient to converse with parents and exchange information, provide translation as required.

Status: Contract to March 31, 2019
Start Date: ASAP
Hours: 21 per week
Rate: \$21.20 per hour
Unit: Newcomer & Family Programs
Immediate Supervisor: Coordinator, Children, Youth & Family Services
Posting Date: December 4, 2018
Closing Date: December 18, 2018
Note: West Neighbourhood House provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

Please send resumes by 5:00 pm on the closing date to:

Hiring Committee
248 Ossington Ave.
Toronto, ON
M6J 3A2

dianade@westnh.org

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A United Way Member Agency