

### 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 daily support to the Children's programs, 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 and Settlement Programs. 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.
- Supporting with day to day operation of program; set-up and clean-up, program planning and implementing, menu planning, problem solving with day to day situations, administrative duties as required.
- 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.
- Supporting with tasks such as compiling various statistics, records, reports as required by funders or unit staff.
- Outreaching to and assisting newcomer families in 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, retreats, House-wide events, joint initiatives between programs and other activities as required; providing other assistance as required.

## Internal Job Posting

### Qualifications:

- Knowledge is required of the social, recreational, health and educational development needs of pre-school children and their families.
- 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, child and family studies, child and youth worker, social work and/or equivalent education and training.
- Knowledge is also required 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.
- Skills in planning and supporting services and activities by engaging parents and caregivers during the process, in promoting the program's activities.
- Strong interpersonal and cross-cultural skills are required 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 evenings and weekends.
- Knowledge of a second language, both verbal and written, found in the catchment is an asset.

<b>Status:</b>	Contract to March 31, 2020
<b>Start Date:</b>	ASAP
<b>Hours:</b>	15 hrs per week
<b>Rate:</b>	\$21.31 per hour
<b>Unit:</b>	Newcomer & Family Programs
<b>Immediate Supervisor:</b>	Coordinator, Children, Youth & Family Services
<b>Posting Date:</b>	June 5, 2019
<b>Closing Date:</b>	June 12, 2019
<b>Note:</b>	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:

Coordinator, Children, Youth & Family Services  
248 Ossington Ave.  
Toronto, ON  
M6J 3A2  
[gilara@westnh.org](mailto:gilara@westnh.org)