

Child and Family Resource Worker Permanent – 35 hours/week (Full-time – On Site)

CFSPD is a dynamic, growing family service agency serving all areas of Peel and Dufferin. CFSPD is committed to providing a positive work environment for its employees and excellent services to its clients.

CFSPD is the lead agency to the **Safe Centre of Peel** - a partnership of 24 social service organizations. The Safe Centre of Peel provides co-located, integrated and coordinated services which addresses the needs of individuals experiencing Intimate Partner Violence.

Are you looking to join a dynamic team making a difference in the community? We want to hear from you!

Why work with us?

At CFSPD, we believe in the value of community, compassion, and integrity. Join our dedicated team and contribute to meaningful initiatives that support families and individuals in need. We offer a comprehensive benefits package (pension plan, extended health, dental & insurance benefits), professional development opportunities, and generous leave provisions. Our organization also provides work life balance and free parking!

Position Summary

CFSPD is currently seeking a Child and Family Resource Worker who will be responsible for delivering exceptional customer service while fostering a warm, welcoming, and supportive environment for clients and partner agency staff. The incumbent will also provide a safe, nurturing, and child-friendly space for children whose caregivers are accessing services at the Safe Centre of Peel.

The Child and Family Resource Worker reports to the Program Manager. This position will be based in the Region of Peel.

Responsibilities

Reception

- Maintain a professional, helpful, and friendly attitude.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Maintain tidiness of reception and waiting area, monitoring print materials for appropriate content (e.g. magazines).
- Collect, organize, and distribute paperwork and evaluations from walk-in clients.
- Train and support Volunteers in reception duties.
- Provides back up reception coverage when needed at other locations.

Administration Support to Clients and Collateral Contacts

- Notify client regarding appointment availability, including booking appointments and cancellations when necessary.
- Perform general administrative duties to include but not limited to photocopying, scanning, faxing, mailing, shredding.
- Maintain petty cash box with supply of public transit fares.
- Develop and maintain an accessible database and filing system of agency document templates.
- Track, maintain and update program specific client counts.
- Maintain data collection spreadsheets.
- Provide additional administrative support to management, as required.

Child Resource Facilitator Responsibilities

- Develop and facilitate child-focused, developmentally appropriate activities for children of all ages.
- Support children's emotional, educational, and developmental needs—along with behavioural challenges—through play-based activities and therapeutic tools.
- Support parents of children who access service by assessing their child-related needs and connecting them to support, resources, donations, and information.
- Provide connections and referrals to internal and external programs that support children's development and parenting capacity.
- Ensure appropriate documentation and statistics are completed, properly stored, and communicated.
- Maintain safe, sanitary, and inclusive childminding spaces.
- Ensure all childminding furniture and equipment is maintained in good working order and meets safety requirements.
- Ensure all childminding toys are cleaned and disinfected regularly.
- Support child minding volunteers and students when they are assisting at the agency.
- Maintain an inventory of supplies for childminding space.
- Distribute transportation funds, food vouchers and donations to clients as needed.

Office Support

- Maintain and purchase office supplies as required within program and agency budgets.
- Assist with maintaining an orderly and welcoming office environment.

Other

- Participate in agency fundraising activities as deemed appropriate and necessary by Agency Management.
- Attend required agency activities and meetings.
- Some travel will be required to satellite offices and meetings.
- Work is performed primarily in a standard childminding environment.
- Evening and/or weekend work required.
- Perform other duties as assigned.

Qualifications

- Post-secondary diploma/degree in a related social service discipline or equivalent experience
- Early Childhood Educator (ECE) Certificate preferred.

- Must possess 2+years of office-related experience
- Strong communication skills, ability to deal tactfully with children, families, employees, and visitors.
- Knowledge of gender-based violence, its effects on children, child and youth victim/witness issues and comfort working with this population.
- Flexible, creative, organized and motivated; able to take initiative and be a team player.
- First Aid and CPR-C certification.
- Knowledge of Microsoft Office and MS Outlook.
- Commitment to pro-feminist, anti-oppressive service approach.
- Second language is an asset.
- Enthusiastic, warm and friendly personality, with demonstrated client-service orientation.
- Independent and self-directed with the capability to operate with minimal direct supervision.
- A satisfactory Vulnerable Sector Criminal Records check.

How to Apply

Interested candidates are invited to submit a resume and cover letter detailing their qualifications and interest in the position to Humanresources@cfspd.com The posting will remain open until filled.

We will make reasonable accommodations to enable applicants with disabilities to participate in the recruitment process upon request to Humanresources@cfspd.com

Catholic Family Services of Peel-Dufferin is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for our employees.

We thank all applicants for their interest in Catholic Family Services of Peel-Dufferin. We will only contact those selected for consideration.