



Position: **PARENT NAVIGATOR**

This role will often be the first point of contact for parents and guardians seeking childcare at AFCS, acting as a resource to help parents make the best childcare placement choices for their children and families. This role will provide exceptional customer service by collaborating with our group and home child care programs to offer clients information on child care placement opportunities, care and learning information, and community resources.

Union/Management: **TEMPORARY/FULL-TIME/UNIONIZED**

March 4th, 2019 to March 1st, 2020

Salary: \$20.60 to \$23.14 per hour

Location: 700 Industrial Avenue, Ottawa, Ontario

Qualifications: High School Graduation plus specialized courses or certificate with concentration in business, technology, office procedures, office management or other relevant areas

Experience within the early learning and care field or other related fields

Previous experience in an administrative role/client service role (1+ years)

Good knowledge of the City of Ottawa subsidy system and community resource

Clear Police Record Check (Vulnerable Sector) completed in the last 6 months

Focus and attention to detail is a key function of this position

Strong computer skills, specifically MS Word, Excel, and previous experience or an aptitude for database software is essential

Fluency in both official languages, written and verbal an asset

Excellent interpersonal communication skills, written and verbal to maintain internal and external customer relationships

Ability to work and think independently and creatively without direct supervision

Ability to assess need for improvements to systems and procedures

Sensitivity and respect for individual and cultural differences

Ability to work as an integral member of the Agency

Ability to work under pressure and meet deadlines in a cooperative manner

Duties:

- Communicate effectively with all departments/managers/clients
- Create template responses to commonly asked inquiries
- Respond promptly to parent inquiries
- Ensure all data is documented accurately in the Child Care and Registry Waitlist (CCRAW) and in the AFCS database
- Promote Andrew Fleck Children's Services Programs
- Manage vacancies – review applications and search for potential placements on the CCRAW
- Send welcome emails to all new registrants on the CCRAW
- Respond to parent's/guardians requests promptly
- Communicate program features
- Post potential child care options on social media and AFCS website
- Organize tours/pre-placements
- Provide and conduct updates with parents on the CCRAW
- Create a database of resources such as newsletters, videos, email messages and social media posts and be comfortable with using technology
- Deliver community information sessions
- Deal with confidential issues in a sensitive, efficient, and professional manner
- Lead special events
- Prepare resources for parents and home child care providers
- Identify/re-evaluate clients' needs as they arise
- Occasionally visit early learning and care centres and home child care providers

Hours of Work: 35 hours per week

Available from: March 4th, 2019 – March 1st, 2020

Apply: Email: hrrcruiting@afchildrensservices.ca

Closing date: February 24th, 2019

We thank all applicants for their interest; however only those selected for an interview will be contacted.

Should the applicant require any accommodations during the application process please notify Human Resources at hrrcruiting@afchildrensservices.ca

