

Bilingual Parent Navigator

Temporary · Full-Time · Unionized

Andrew Fleck Children's Services is looking to hire a 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. The Parent Navigator 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.

Confirmation of full vaccination for COVID-19 is a requirement of employment with Andrew Fleck Children's Services

Available from: August 15th, 2022 to January 31st, 2023
Salary: \$21.12 to \$23.72 per hour
Hours: 35 hours per week
Location: 700 Industrial Avenue, Ottawa, Ontario
Closing date: July 6th, 2022
Apply: E-mail: hrrecruiting@afchildrensservices.ca

What Andrew Fleck Children's Services offers...

- ✓ Competitive salary
- ✓ Comprehensive benefits package including 3 weeks of vacation & Benefits plan through Canada Life
- ✓ A unique culture that fosters leadership, responsiveness, communication, and teamwork
- ✓ A place where your opinions will be respected, and your contributions valued
- ✓ A chance to grow – personally and professionally – through workshops, mentorship programs and courses, to upgrade skills, and develop new areas of expertise
- ✓ Participate in career development opportunities for a variety of different position types available within the AFCS organization
- ✓ A strong commitment to equity and diversity in the workplace and community

In this role you will...

- ✓ 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 and communicate program features
- ✓ 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
- ✓ 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

To qualify for this role you have...

- ✓ High School Diploma 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
- ✓ Fluency in both official languages - Excellent French and English verbal and written communication skills
- ✓ Clear Police Record Check (Vulnerable Sector) completed in the last 6 months
- ✓ Focus and attention to detail
- ✓ Strong computer skills, specifically MS Word, Excel, and previous experience or an aptitude for database software
- ✓ 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

We are an equal opportunity employer. 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 hrrecruiting@afchildrensservices.ca