



Employment Opportunity

Position Title: Family Consultant – Child Care Resource and Referral (CCRR)
Status: Full time – 35 hours/week
Placement Date: August 25, 2014
Wage: \$15.85 per hour

Purpose and Objective

Reporting to the Coordinator of Child Care Resource and Referral, you will be responsible for providing service and assistance to families, communities and members around child care referrals, child care subsidy and quality child care. In this role, you will work with many people requiring assistance. This position requires a reliable individual with a strong understanding of office equipment and computer software such as databases, faxing and Excel respectively. You are an emotionally intelligent person who is able to cope with stress, read body language efficiently and understand that every individual needs an individual approach; being professional at all times. An efficient, highly organized, attention to detail and multi-tasker is required.

Key Responsibilities (not limited to)

- To be the first contact for clients and members in person or on the phone and be able to direct them to the appropriate person
- To provide information, forms and assistance to clients for child care subsidy and offer information sessions about child care subsidy as required
- To provide child care referrals using both the CCRR database and provincial child care map to families in person, by phone, fax or email
- To provide relevant referrals to community agencies to assist families with their needs
- To keep the office databases current with regular contact with members and community agencies
- Advocate for the rights of children through involvement and attendance at various events.
- Assist with general office duties as required
- Keep up to date with the Community Care and Assisted Living Act and Regulations
- To read, understand and implement all YMCA Policies and Procedures as outlined in the Manual

- Other tasks as directed from your Coordinator

Qualifications

- Education – High School Diploma
- Experience and / or education working in child care
- Excellent time management and teamwork abilities
- Excellent written and verbal communication and interpersonal skills



- Proven computer skills and ability to work with Microsoft Office
- Knowledge of administrative and clerical procedures
- Excellent customer service principles and practices
- Physical ability to complete the tasks
- Satisfactory Criminal Record Check and clear Vulnerable Sector Search

Working Conditions

- Office environment with regular work week with occasional evening or weekend work
- Occasional participation in community events involving children, families and childcare programs
- Flexibility required to meet changing demands

How to Apply

Please submit your resume and YMCA employee application form by email to gail.mason@nbcy.org.

The YMCA of Northern BC thanks everyone for their applications, however, only those applicants selected for an interview will be contacted.