

**Agency Support Worker  
Full Time (35 hours per week)  
23-003NCFRC**

**Are you looking to make a difference in your community?  
Join the Norwood team and start making a difference today!**

Norwood Child and Family Resource Centre is an Edmonton based non-profit organization that has been supporting children and families since 1963, with a vision of Healthy Children, Healthy Families, Healthy Communities. Our programs and services are designed to strengthen and enrich families with children birth - 6 years old. Early childhood experiences are aimed at fostering optimal child development and healthy parent-child attachment. Parent education opportunities are created to support building the capacity of families. Family support services are provided to support families as the child's first and most important teacher. Information and referral is a key practice in supporting families to grow and learn within their own communities. Programs are delivered using a holistic approach to support the social, emotional, intellectual, language, physical and creative needs of children and families in the community. For more information, visit <https://www.norwoodcentre.com>.

**Norwood provides the following:**

- Great benefits plan
- 5 weeks of paid time off per year (1 week at Spring Break, 2 weeks at Christmas and 2 weeks' vacation)
- 12 sick/personal leave days per year
- Service recognition and employee awards
- 2 staff fun/appreciation days per year
- Strong focus on employee wellness and work-life balance
- Supportive of ongoing professional development
- A compassionate team environment

The Agency Support Worker supports within programming and operations as well as overall Agency tasks such as evaluation. This is done through working collaboratively with all agency teams to ensure success of programs and services at Norwood. The Agency Support Worker Position is responsible for the scheduling of casual staff and the coordination of the volunteer services..

**This position requires a flexible work schedule which includes occasional evenings and weekends to meet the needs of the families.**

Norwood staff are guided by the following Team Charter: (SPIRIT)

- **Support** - We utilize one another's strengths to take on challenges and opportunities using positive communication, collaboration, and compassion.
- **Passion** - We have the energy, attitude, and enthusiasm to be fully committed and engaged in our work with each other.
- **Integrity** - We are honest, trustworthy, transparent, and accountable with each other.
- **Respect** - We accept others without judgment and recognize that every individual is a person of value.
- **Inclusivity** - We celebrate diversity and welcome people of all abilities, backgrounds, cultures, and perspectives.
- **Team** - We are all one group working towards improved outcomes for children and families.

If you share our values and support our mission and vision, please consider joining our team.

**Reporting to the Evaluation and Agency Support Manager, the Agency Support Worker is responsible for the following:**

- Providing support and coverage to Nutrition Services
- Providing support and coverage Children's Programs
- Providing support and coverage to Admin through reception coverage
- Assembling agency resources for staff and participants
- Performing delivery and pick-ups as required for both internal and external activities.
- Compiling and entering necessary data and documentation into agency and collaborative data systems while maintaining accurate, timely and complete electronic and paper files

**The ideal candidate will possess the following qualifications:**

- Certificate or diploma in post-secondary or equivalent
- Proficient in Microsoft office and database systems
- Possess a current Childcare First Aid certification
- Possess a valid driver's license and access to a reliable vehicle
- Criminal Record Check and Child Welfare Intervention Record Check (*findings will be reviewed on a case-by-case basis*)

**The following qualifications are considered an asset:**

- Level 1 Child Care Certificate
- Minimum of 2 years' experience performing data entry
- Experience working with children and families from diverse cultural and socio-economic backgrounds
- Experience preparing snacks and meals for children

The starting hourly range for this role is \$22.78-\$25.63 per hour (\$41,460-\$46,647 per year) based on a 35-hour week. Norwood Child and Family Resource Centre values diversity and welcomes applications from First Nation, Inuit, Métis, New Canadian, racialized, differently abled and 2SLGBTQIA+ communities.

To apply for this opportunity, please submit your résumé and cover letter to: [careers@norwoodcentre.com](mailto:careers@norwoodcentre.com)

**Please state in the cover letter how you align with the Norwood Team Charter and how you heard about the position.**

Please include **Agency Support and Job ID 23-003NCFRC** in the Subject Line of the email.

Closing Deadline: Until a Suitable Candidate is Found

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

*COVID-19 vaccinations are mandatory for all Norwood staff and practicum students. Successful candidates will be required to provide proof of their COVID-19 vaccination prior to their start date. If you are the successful candidate and cannot be fully vaccinated on the basis of a protected ground under human rights legislation, you may request an accommodation that will be reviewed by the agency.*

*Immunization against COVID-19 is the most effective means to prevent the spread of COVID-19, to protect the children and families we serve, our workers, and the public; to prevent outbreaks at the Agency; and to preserve workforce capacity. This policy strengthens work Norwood has done throughout the pandemic to keep our staff and participants safe (i.e. distancing, hand hygiene, infectious disease protocols, PPE use, masking, and staff education).*