



Support, every step of the way

EXTERNAL JOB POSTING

Job Title: Outreach Early Childhood Educator
Program: Client Support Services
Posting Date: March 6, 2018
Status: Full-Time; Temporary; Union

Job Posting #: 923
Effective Date: April 1, 2018
Posting Closing: March 20, 2018 @4PM

Purpose: The Outreach Early Childhood Educator is responsible for providing support to newly arrived government-assisted refugees (GARs) during their first year of resettlement in Hamilton. In this position, you will be working with families with children aged 0 – 6 years; will act as a subject matter expert to the larger CSS team and will assist with arranging information sessions and other special events targeted at families with children aged 0 - 6. Primary services will be directed to connecting parents and children to the Early On Centres within the Hamilton area as well as facilitating learnings from the Ontario pedagogy for early years “How Does Learning Happen”?

DUTIES:

1. Welcome, interact, and support clients accessing the program and be available and approachable to address client’s needs as they arise.
2. Establish an engagement strategy for parents and children for the purpose of facilitating play based learning.
3. Responsible for necessary interpretation and translation for direct service delivery with clients.
4. Conduct initial intake and needs assessment, bi-monthly home visits, empowerment plans, and on-going needs assessment as required and service planning as required.
5. Provide appropriate and client centered information and referral regarding the various services and resources available in the community.
6. Manage and maintain up-to-date client files, input client data and information into the program database, complete government documents and forms, provide referrals, complete case notes, and provide regular follow-up with clients.
7. Conduct regular home visits, and accompany clients to various appointments in the community for different services and resources.
8. Advocate on behalf of clients for services and resources in the community.
9. Provide life skills, telephone support, and crisis intervention as needed.
10. Participate in case management meetings with internal staff and external service providers.
11. Coordinate and facilitate program activities as required.
12. Maintain good relationships and collaborate with other internal programs and external service providers to provide support to GARs.

13. Work from a lens of continual improvement of customer service, including evaluation of the program on an on-going basis and making recommendations for service delivery improvements.
14. Work in a team and independently to provide support to newly arrived GARs.
15. Participate in supervision and consultation regularly with the Client Support Services manager.
16. Adhere to the policies and procedures of Wesley Urban Ministries.
17. Attend staff meetings and training sessions as required.
18. Other duties as assigned.

Qualifications:

1. Advanced knowledge of a second language required: Arabic and/or Assyrian strongly preferred.
2. University Degree in Social Work or related Social Science; Social Service worker diploma; Early Childhood Education diploma; Child and Youth Worker diploma; or equivalent;
3. Registered and in good standing with the College of Early Childhood Educators or eligible for registration with the respective college at the time of employment.
4. Minimum 2 years' relevant practical experience working with a relevant population is required.
5. Minimum one year experience serving the needs of children aged 0 – 6 and vulnerable populations, including victims of trauma, is required.
6. Advanced computer skills required using the following programs: Microsoft Word, PowerPoint, and Outlook; Adobe; any program database.
7. Excellent communication, organization, time management and coordination skills.
8. Proven ability to multi-task and thrive in a fast paced environment and high stress situations.
9. Demonstrated ability to model Wesley Urban Ministries' mission, vision, and values.
10. Proven ability to work effectively with newcomer clients from diverse cultural backgrounds.
11. Knowledge of the settlement services and integration process and working knowledge of challenges faced by newcomers to Canada.
12. Extensive knowledge of community programs, services, and resources.
13. Available to work flexible / irregular hours including evenings and weekends.
14. Non-violent crisis intervention and 1st aid/CPR training required.
15. Valid Driver's License with access to a vehicle is an asset.
16. Fluency in a second language is an asset.

Competencies

Customer Service

1. Builds constructive relationships characterized by a high level of acceptance, cooperation and mutual respect
2. Helps to create and contributes to a work environment that embraces and appreciates diversity
3. Values and respects the internal and external customers to the organization

Accountability

1. Takes personal responsibility for the quality and timeliness of their work, and team work
2. Believes, respects and adheres to the vision, mission and values of Wesley Urban Ministries

Commitment

1. Demonstrates an understanding of Wesley Urban Ministries Mission, Vision and Values through service delivery approach
2. Acts with integrity
3. Demonstrates a knowledge of the code of ethics of working in social services
4. Adapts to changing program requirements, conditions and work responsibilities

Interested candidates should send their resume including cover letter to: hr@wesley.ca

Wesley Urban Ministries is diverse and inclusive equal opportunity employer. We encourage applications from all qualified applicants. Only candidates selected for an interview will be contacted. No phone calls please. More information about Wesley can be found on our website at www.wesley.ca. Job applicants requiring accommodation to participate in the hiring process should contact the Human Resources Department at hr@wesley.ca.