

# EDMONTON MILITARY FAMILY RESOURCE CENTRE

## JOB DESCRIPTION



**POSITION:**  
**Child Care Navigator**

**CATEGORY:**  
**Full Time (37.5 hrs per week)**

**REPORTS TO:**  
**Deputy Director**

**SALARY RANGE:**  
**Between \$53,120 - \$57,454, annually, based on experience**

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### **SUMMARY:**

The Child Care Navigator will plan, organize and deliver programs and services that assist military families exploring child care options. This position will provide navigation support and service as a subject matter expert to military families as they navigate the challenges associated with securing child care services in the Edmonton Metropolitan region.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Referral and Navigation:**

- Serve as a point of contact for families experiencing child care challenges by providing information and navigational support with local child care services.
- Follow up with families to ensure information and referrals provided have been used and are meeting the family's needs.
- Service as a child care navigational service subject matter expert; collaborating with organizational partners and/or community agencies to ensure support, enhance programs and services and prevent duplication of programs and/or services.
- Provide information and tangible support to families and refer to appropriate programs and services offered by the MFRC and community service providers.
- Research, review and maintain a network/database of child care resources, services, program details, related information and/or data and make recommendations as required.
- Conduct community orientation, information sessions and briefings on the child care navigational service and related programs.
- Assist families with the development of family care plans.
- Assist in providing resources and services for families accessing Emergency Family Care Assistance.
- Keep up to date on local community trends, needs, and perspectives, and share that knowledge with the MFRC.

#### **Program and Service Development:**

- Develop and implement Child Care Navigation to provide information and awareness services for the military community dealing with child care challenges.
- Work with other MFRC team members to identify gaps in programs and support services for families dealing with child care challenges.
- Develop local and/or national programs/services that are outcome-based and measurable in accordance with the MFRC's agency evaluation and performance tracking plan.
- Maintain and update the MFRC Child Care Registry for distribution to military families.
- Collect and report on statistics and demographic information in a way that ensures client confidentiality, in accordance with the MFRC's agency statistical systems.
- Review, compile and maintain a list of resources and services that meet military families' unique needs.
- Ensure all client services and programming follow evidence-based practices.

#### **Community Engagement:**

- Develop and maintain partnerships with community groups, support agencies, schools, and other organizations to enhance service delivery to CAF families.
- Develop networking opportunities within the military community, other MFRCs, and the larger community as required to create and maintain a network of resources and referrals for families.

- Educate local community organizations on the unique aspects of military family life. In consultation with other MFRC staff, educate local service providers about the unique needs of military families.
- Provide community organizations and service providers with up-to-date information about MFRC.
- Develop, maintain, and distribute an internal Community Services Directory to assist in the maintenance of relationships initiated through agency outreach as it relates to children supports and challenges.
- Listen and respond to community input and ensure the Executive Director is advised on any issues that may positively or negatively reflect on the MFRC.

**Other:**

- General administrative duties as they pertain to the program area (such as filing, client documentation, assisting with budget preparation, and record keeping).
- Monitor, action and record financial transactions and commitments within an approved budget, as required.
- Input, review and maintain client intake and family registration data in a Client Relationship Management System.
- Contribute and participate in a national community of practice.
- Willing and able to work flexible hours, including evenings and weekends.
- Consider and alert to management any risk management issues related to program area.
- Adhere to all MFRC policies, procedures, regulations and applicable legislation.
- Adhere to all applicable federal and/or provincial regulations and legislation.
- Attend and participate in meetings and committee work and fundraising events as requested.
- Contribute information to assist with marketing and awareness campaigns.
- Work with the communications team to develop resources for families, including print documents, social media/web content, videos, and presentations.
- Undertake any secondary tasking and responsibilities deemed necessary for the efficient operation of the organization and its programs and services.

**COMPETENCIES AND BEHAVIOURS:**

To successfully meet the requirements of the position, the following competencies and behaviours must be demonstrated:

- Believe in and practice the mission, vision, and goals of the MFRC.
- Represent the MFRC in a professional manner.
- Able to work as a positive member of the team, facilitating a team environment through personal behaviour, work contributions and the sharing of experience and knowledge.
- Able to meet deadlines in a timely and efficient manner.
- Effective interpersonal skills under all types of conditions, exhibiting a supportive, positive approach.
- Maintain a high degree of personal initiative with good planning and organizational skills.
- Maintain timely and accurate files.
- Able to adjust to ever changing needs and handle multi-tasks efficiently.
- Able to be sensitive and tactful in dealing with people under stressful conditions.
- Possess excellent customer service skills.
- Able to work independently and as a member of an interdisciplinary team.
- Ability to lift up to 50 lbs.

**DESIRED SKILLS/ABILITIES, KNOWLEDGE, EXPERIENCE AND EDUCATION:**

- Degree or diploma in human services, Child and Youth Care, Early Childhood Education Certification - Level 3, or a demonstrated combination of education and training with several years of experience in providing human/family services frontline support.
- Experience in working with children with disabilities
- 2 years related experience in planning, implementing and evaluating programs.
- Excellent computer skills, and proficiency in Microsoft Office.
- Preference is given to those fluent in both official languages.
- Knowledge of the unique challenges of the military lifestyle is an asset.
- Knowledge of child care services
- Knowledge of information and referral services principles and practices.
- Must possess a valid driver's license.
- Successful completion of a clear Vulnerable Sector Criminal Records Check and a clear Child Welfare Intervention Check.