



Internal & External Posting

Family Support Specialist, Children's Programs

Permanent Full-time Position: 35 hours per week

Expected Start Date: October 2024

Salary Range: \$ 50,718 - \$60,882 per year (\$27.87-\$33.45 per hour)

Proof of Vulnerable Check required prior to hiring

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

Under the supervision of the Manager, Children's Programs and working within the overall objectives of the program, the Family Support Specialist supports the healthy development of families in Etobicoke Lakeshore by doing outreach to isolated families, home visiting, and scheduling families for Parent Relief.

The incumbent will ensure that all organizational policies are followed.

Primary Responsibilities

- Work with families, assessing their strengths and parenting capacity, including, home visits, appropriate referrals,
- Provide short-term and occasional counselling to clients; and provide case management by developing plans to assist clients in achieving their goals.
- Advocate for and on behalf of clients to support them in accessing services/resources/programs and/or writing letters of support.
- Maintain appropriate client files in accordance with established best practice as determined by the Ontario College of Social Workers and Social Service Workers and LAMP's accreditation criteria.
- Outreach: street outreach, door to door, interagency, institutional contacts.
- Act as Community liaison with the Pre & Post-Natal Nutrition Program and collaboration with other community partners.
- Conduct appropriate intake procedure, keep statistical records and provide necessary reports for internal purposes.
- Assist volunteers and students in achieving personal goals and developing new skills.
- Participate in program evaluation.
- Assess community needs and participate in LAMP activities.
- Schedule and chair parent relief meetings to share information and coordinate service.

- Schedule families for parent relief and coordinate with staff.
- Take on assigned other tasks.

Required Qualifications

- Social Service Worker Degree or Diploma; Early Childhood Education Degree or Diploma; or equivalent education and experience and an Infant Mental Health Certificate, or equivalent education.
- Three to five years' experience working with isolated families from diverse backgrounds and assessing family capacity.
- Understanding of child development, family dynamics, family support principles and health promotion principles.
- Ability to be empathetic and build positive relationships with families.
- Excellent interpersonal skills necessary to work effectively across all levels of the organization's diverse workforce.
- Excellent communication skills, both verbal and written, with the ability to clearly convey information and ideas.
- Positive attitude and dependable with strong initiative and the ability to work both independently and in a team oriented atmosphere.
- Ability to deescalate conflict and work with clients experiencing distress.
- Proven ability to coach, influence, persuades and builds empathetic relationships with parents.
- Demonstrated ability to be committed to self-awareness and self-development.
- Confidence in decision making, innovative, ability to persevere.
- Ability to liaise with other community agencies and build strong partnerships.
- Understands Anti-Oppression, Harm Reduction; LGBT foundational principles.
- First Aid and CPR is a requirement and must be kept current.
- Valid Driver's License.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre, the South Etobicoke community, and/or a second language that is reflective of the community being served are all preferable assets.

Proficiency in the Following Computer Skills

- Solid working knowledge and ability to navigate a PC windows environment, including shared drives.
- Strong skills and experience using Microsoft applications (Word, Outlook, Excel, PowerPoint & Publisher).
- Strong skills and ability to easily navigate the internet/intranet environment.
- Experience and accuracy using database applications (i.e. Electronic Health Records – PSS & Nightingale, funder databases, etc.)
- Ability to learn new software quickly and willingness to continuously develop technology skills.

Working Conditions

- The incumbent will be working with challenging clients and must sit on the Client Response Team.
- Required to work some evenings and weekends.
- Job locations vary and the job requires travelling to multiple locations.

- Must be willing and able to drive the LAMP van.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP and be able to model them, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice. **“Walk the talk.”**
- There is an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend.

Physical Requirements

- Data entry, with eriods of time sitting stationary in front of a monitor while keyboarding.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication.
- This position involves getting down to a child’s level (i.e. sitting on the floor, sitting in a small chair, etc.)
- Frequent standing and sitting for extended periods of time, and frequent lifting may be required to routinely carry children’s play equipment.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures that staff and clients are compliant with LAMP’s Health & Safety regulations and LAMP’s policies and procedures, including the immediate reporting of any breaches of Health & Safety or Environmental incidents, accidents or concerns to their respective manager/supervisor and/or the Manager, Human Resources.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address	recruiting@lampchc.org
Subject	Job Opening for Family Support Specialist, Children’s Programs
Internal Deadline	5:00 p.m. on Monday, September 16, 2024
External Deadline	5:00 p.m. on Monday, September 23, 2024

***We thank all applicants for their interest. However, only those selected for interviews will be contacted.
No phone calls please***