



## Internal/External Posting

### Information & Administrative Support Worker, Children's Programs

**Permanent Full-time Position: 35 hours per week**

**Position Start Date: November 18, 2024**

**Salary Range: \$21.72 - \$25.99 per hour**

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 Program and working within the overall objectives of the program, the Information and Administrative Worker supports the healthy growth and development of families by maintaining Children's Programs databases and online resources; making current, best practice resources available to families and staff.

The incumbent will ensure that all organizational policies are followed.

#### Primary Responsibilities

- Enter necessary program statistics and information into appropriate databases and register new clients
- Keep accurate records, statistics and reports as required for external and internal purposes, including tracking new referrals
- Ensure that information about the Children's Programs, LAMP programs, and other community programs is available
- Maintain an online presence with up to date information and resources for parents/caregivers on social media platforms.
- Answer incoming calls professionally and share information about Children's Programs LAMP and community programs with clients
- Monitor and order information supplies and office resources as needed
- Register clients for specific programs.
- Monitor for accuracy, quality and thoroughness through information management, participation in chart reviews and reconciliation of statistical reports.
- Produce general correspondence, program flyers, calendars and reports as well as distribute incoming mail.
- Participate in the scheduling, tracking, implementation and follow-up of program outreach activities

- Chair and take minutes for team meetings
- Coordinate ordering, receiving and distribution of food supply for Children's Programs
- Contribute to overall team functioning by assisting where needed including staffing programs as scheduled and/or required.
- Other tasks as assigned

### Required Qualifications

- College diploma of Social Service Worker, Social Worker or equivalent.
- Minimum of one to two years of data entry experience.
- Specialized knowledge of community early childhood resources.
- Excellent multi-tasking and problem-solving skills in a fast-paced environment.
- Great attention to detail with the ability to work under pressure, account for results, and meet challenging deadlines with the ability to maintain a positive attitude
- 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.
- Professional and empathetic.
- Open minded, eager and willing to constantly learn and improve oneself.
- Background or interest in health promotion and/or early childhood education is an asset.
- 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

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

### Working Conditions

- Will be working with vulnerable families and young children. Must also be able to display great understanding and patience when working with all clients.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, 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

- Frequent data entry, with frequent periods 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.)
- Occasional standing for extended periods of time, and occasional lifting may be required to routinely carry children's play equipment.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures full compliance with LAMP's Health & Safety regulations and LAMP's policies and procedures.

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**:

<b>Email Address</b>		<b>recruiting@lampchc.org</b>
<b>Subject</b>		<b>Job Opening for Information &amp; Administrative Support Worker, Children's Programs</b>
<b>Internal Deadline</b>		<b>5:00 pm on Wednesday, November 6, 2024</b>
<b>External Deadline</b>		<b>5:00 pm on Wednesday, November 13, 2024</b>

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