



**Job Title:** Program Support

**Reports to:** Drop-in and Program Support Coordinator

**Job Summary:**

**Key Duties and Responsibilities:**

The Program Support role encompasses the positions of Childminding, Facility Attendant and Program Assistant. Schedules often vary, with day, evening or weekend shifts available. Program Support staff may be asked to work in any support position, based on their skills and experience. A brief description of each position is outlined below, please refer to the individual job descriptions for additional details.

Childminding

- Works with other childminders to provide casual childcare for children 0-5 yrs whose parents are attending programs at SNP
- Provide snack, oversee children's activities and provide a welcoming environment
- Tasks include cleaning of space and equipment after each session to ensure protocols for health and safety are maintained

Program Assistant

- Works closely with the Program Facilitator to provide additional supports during specific programs
- Greets program participants, acting as an ambassador for SNP, directing them to follow protocols (health and safety), and guides participants to program spaces
- Assists program facilitator with set-up and take down of program spaces, particularly with extra cleaning required to sanitize spaces and furnishings between programs in accordance with health and safety protocols
- Assist with snack/food prep when not assigned to cleaning duties
- Greets visitors, acting as an ambassador for SNP, directing them to follow protocols (health and safety), responds to visitor inquiries, and refer them to appropriate resources

Facility Attendant

- Assists rental groups to access the program spaces for such things as birthday parties
- Ensures spaces are left tidy for next group, ensuring appropriate cleaning and sanitizing protocols are followed
- Collect and receipt rental fees/donations for user groups, as needed

## **Qualifications**

### **Education, Training and Experience**

- Some Post Secondary Education in social services, early childhood education or nursing is desirable
- Food Safe
- First aid

### **Skills and Abilities**

- Excellent written and verbal communication skills
- Demonstrated ability to work in a team or independently
- Initiative, good organization skills and flexibility.
- Must be adaptable, and able to problem solve when challenges arise
- Able to maintain composure in potentially stressful situations

**Compensation:** as per approved pay grid - 6

**Schedule:** hours vary, based on program needs