



Family Centre Westminster

Job Description

Community Connector (Full-Time Permanent)

Report to: Day-to-Day supervision of the Community Connector will be provided by the EarlyON Co-ordinator from South London Neighbourhood Resource Centre. The Community Connector will be an employee of the South London Neighbourhood Resource Centre located at the Family Centre Westminster.

Educational Qualifications: Degree or Diploma in Human Services Field: ECE, SSW, Sociology etc. RECE is preferred.

Commitment Hours: 37.5 hours a week Monday to Friday 8:30 to 4:30 pm with occasional evenings or weekend.

Position commences April 8, 2024.

Duties: The Community Connector will support a warm and welcoming environment that is the first point of contact for the Family Centre participants. The Community Connector will be the information liaison for the participants and simplify referrals to programs and services.

Wage: \$23.50 per hour with benefits after 3-month probation period

Responsibilities:

Communication Management lead role

- Create and maintain comprehensive monthly and weekly calendar and post where necessary.
- Maintain Family Centre Westminster Facebook and Instagram accounts: post daily.
- Create all digital and print marketing as per Family Centre brand guidelines.
- Maintain Eventbrite and online registrations.
- Send monthly e-blast
- Maintain communication through the familycentrewestminster@slnrc.ca email.
- Present at all Westminster Community Action Team meetings as the voice of the community.
- Attend all Community Connector meetings lead through the FCSS.
- Collaboratively work with the Family Centre Westminster Team to ensure the space represents the four foundations of *How Does Learning Happen?* through consistently updated meaningful and interactive displays.
- Support team in virtual programming as needed.

General Community Connector role

- Responsible for main reception/resource area including greeting and providing seamless connections to appropriate programs and services.
- Collection and maintenance of resources including current community mapping.
- Ensure the smooth operation of transitioning programs and services within the centre.
- Collect, input and maintain statistical data for reporting purposes.
- Provide site tours for community members and service providers as needed.
- Answer all incoming phone calls while providing service information as needed.
- Support partners' access to photocopier; inter professional lounge and all supplies at the family centre used for service delivery.



- Work alongside families to identify the programs and services that are of interest and importance to their lives.
- Provide on-site volunteer orientation, volunteer bookings and volunteer sign-in documentation.
- Receive and sort mail and deliveries as needed.
- Maintain an information board of programs and services offered at the Family Centre.
- Support partners in use of all equipment including (technology, kitchen equipment, washer, dryer).
- Participate in community connector professional development opportunities.
- Actively participate in the Community Connector online forum.
- Maintain the onsite Tower Garden.
- Stocking office supplies and reporting needed inventory to management.
- Maintain sign-in and snack area during EarlyON Playgroup.

Community Connector Orientation

- Participate in the community connector coordinators training modules.
- Participate in community connector training as appropriate.

Qualifications:

- Fluent in English. Second language is an asset.
- Computer and digital skills and knowledge of relevant software.
- Experience providing information and referrals to youth and families.
- Ability to multi task and work collaboratively with others.
- Excellent written and verbal communication skills.
- Friendly, outgoing, professional.
- Independent and self-motivated.
- Able to relate to people from different social and cultural backgrounds.
- Computer and digital skills and knowledge of relevant software.
- Safe Food Handling and First Aid CPR Level C is an asset
- Completion of Community Connector training is an asset.
- Vehicle is an asset

Please email resume and cover letter to Vincent Tao at vtao@slnrc.ca

with the Subject Line Community Connector.

Posting closes Wednesday March 6th at 4 pm.

"We work together to "empower and enrich the neighbourhood in an inclusive environment."