

Family Support Worker
Primary Focus: Parents and Youth 7 to 12 years
Full Time (35 hours per week)
Job ID # 26-008

Are you looking to make a difference in your community?
Join the Norwood team and start making a difference today!

Norwood Child and Family Resource Centre is an Edmonton based non-profit organization that has been supporting children and families since 1963, with a vision of Healthy Children, Healthy Families, Healthy Communities. Our programs and services are designed to strengthen and empower individuals. For more information, visit <https://www.norwoodcentre.com>.

Position Summary

The Family Support Worker works alongside parents, caregivers, and youth ages 7 to 12, with the current primary focus on strengthening parenting skills, supporting positive youth development, and providing practical coaching in home, group, and community settings. The role supports parents and caregivers to build confidence, identify parenting goals, develop strategies, reduce barriers, and strengthen natural support networks. The role also includes facilitating groups for youth and providing direct coaching to youth ages 7 to 12 who can access support independently. Through trusting relationships, the worker recognizes family strengths, supports family led goals, and helps participants build connections with Norwood and the broader community.

This position requires a flexible work schedule that includes evenings and weekends as scheduled to meet the needs of participants.

Reporting to the Program Manager, the Family Support Worker is responsible for the following:

- Providing home and community visits, coaching, group facilitation, information, resources, referrals and follow-up to parents, caregivers, and youth ages 7 to 12 based on participant needs
- Providing strategies to parents and caregivers that support positive parenting, child development, and youth well-being
- Working alongside parents and caregivers to identify parenting strengths, priorities, goals, and practical action steps
- Facilitating group programming for youth ages 7 to 12 that supports social-emotional learning, healthy relationships, problem solving, confidence, and positive youth development
- Providing direct coaching and support to youth ages 7 to 12 in home and community settings, based on participant needs and program goals
- Managing an assigned caseload and maintaining accurate, timely, and confidential records of services, goals, attendance, referrals, screening results, and follow-up using electronic and paper files
- Helping parents, caregivers, and youth apply learning at home and in the community while connecting with Norwood, Family Resource Networks, and other community services
- Maintaining up-to-date knowledge of community resources to provide supportive information and referrals
- Supporting completion of surveys, evaluations, outcome measures, reporting requirements, and continuous quality improvement activities

The ideal candidate will possess the following qualifications:

- Post-secondary degree or diploma in Social Work, Child and Youth Care, Human Ecology or equivalent
- Knowledge of child and youth development, parenting support, youth engagement, family support, community resources, and service navigation
- Ability to support participants using strength based, family centred, culturally responsive, trauma informed, and relationship-based practice
- Ability to complete assessments, referrals, documentation, and follow up with accuracy and attention to detail
- Strong communication, collaboration, conflict resolution, organization, and problem-solving skills
- Proficiency in Microsoft 365 and database systems
- A valid driver's license and access to a reliable vehicle
- Criminal Record Check and Child Welfare Intervention Record Check *(any findings will be reviewed on a case-by-case basis)*

The following qualifications are considered an asset:

- Experience conducting home visits
- Experience supporting parents, caregivers, and youth ages 7 to 12 through individual, home, community, or group-based support
- Experience facilitating groups or skill-building activities for youth ages 7 to 12
- Experience supporting parents, caregivers, and families from diverse cultural and socio-economic backgrounds
- Experience working collaboratively as part of a multidisciplinary team

The hourly range for this role is \$27.95-\$38.08 per hour (\$50,865 to \$69,300 per year) based on a 35-hour week.

Norwood provides the following:

- Great benefits plan
- 12 sick/personal leave days per year
- Ongoing professional development
- Service recognition and employee awards

Norwood staff are guided by the following Team Charter: (SPIRIT)

- **Support** - We utilize one another's strengths to take on challenges and opportunities using positive communication, collaboration, and compassion.
- **Passion** - We have the energy, attitude, and enthusiasm to be fully committed and engaged in our work with each other.
- **Integrity** - We are honest, trustworthy, transparent, and accountable with each other.
- **Respect** - We accept others without judgment and recognize that every individual is a person of value.
- **Inclusivity** - We celebrate diversity and welcome people of all abilities, backgrounds, cultures, and perspectives.
- **Team** - We are all one group working towards improved outcomes for children and families.

If you share our values and support our mission and vision, please consider joining our team.

Norwood Child and Family Resource Centre values diversity and welcomes applications from First Nation, Inuit, Métis, New Canadian, racialized, differently abled and 2SLGBTQ1A+ communities.

To apply for this opportunity, please submit your résumé and cover letter to: careers@norwoodcentre.com

Please state in the cover letter how you align with the Norwood Team Charter and how you heard about the position.

Please include Family Support Worker (7-12 years) and Job ID Number: 26-008 in the Subject Line of the email.

Closing Deadline: Until Suitable Candidate is Found

We thank all applicants for their interest, however, only those selected for an interview will be contacted.