

**Agency Support Worker
Full Time Permanent (40 hours/week)
Job ID #26-013**

**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 Agency Support Worker provides flexible agency wide support to strengthen daily operations, participant experience, program delivery, and administrative functions at Norwood. The role provides reception services, responds to participant and visitor needs, and provides hands-on support across agency programs, including food preparation and direct engagement with children, youth, and families. The Agency Support Worker contributes to a welcoming, safe, respectful, and responsive environment by working collaboratively with staff, participants, families, community partners, and visitors while helping ensure services and operations run smoothly.

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

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

- Provide support and coverage across agency programs and services, including Nutrition Services, Children's Programs, Family Education, and other program areas
- Provide reception services, respond to inquiries, register participants, and connect visitors with the appropriate staff, program, service, or community resource
- Respond to staff requests and provide administrative support, including document preparation, filing, printing, appointment booking, and tracking
- Prepare and serve meals and snacks; assist with program setup, delivery, and cleanup; and engage directly with children, youth, parents, and families
- Assemble, organize, distribute, order, and shop for program supplies, participant resources, donations, and agency materials
- Complete deliveries, pick-ups, and transportation tasks for internal and external agency activities
- Complete facility and safety tasks, including opening and closing the building, regular checklists, playground checks, and ongoing safety scans
- Monitor inventory for agency, janitorial, first aid, program resources, and other assigned supplies
- Maintain accurate, timely, complete, and confidential records in data systems
- Collaborate with staff, agency teams, and community partners to support coordinated and responsive service delivery

The ideal candidate will possess the following qualifications:

- High School Diploma.
- Minimum of two years of experience in a busy reception, office, administrative, program support, or community service environment.
- Proficiency with Microsoft 365 and data systems.

- Strong interpersonal, communication, organization, multitasking, and problem-solving skills.
- Ability to provide responsive service and remain calm, respectful, and professional in a busy environment.
- Ability to work collaboratively across teams and provide flexible support in response to changing agency needs.
- Ability to complete administrative tasks, data entry, documentation, inventory, resource coordination, and facilities tasks with accuracy and attention to detail.
- Valid driver's licence and access to a reliable vehicle.
- Current Child Care First Aid certification or willingness to obtain.
- Criminal Record Check and Child Intervention Record Check. (Findings will be reviewed on a case by case basis.)

The following qualifications are considered an asset:

- Experience providing flexible support across multiple agency functions within one role.
- Experience working with children, youth, families, and participants from diverse cultural and socio-economic backgrounds.
- Related training or experience in trauma informed, culturally responsive, strength based, or family centred practice.
- Level 1 Child Care Assistant Certification
- Experience in food handling

The hourly range for this role is \$22.34 - \$27.63 per hour (\$46,467 - \$57,470 per year) based on a 40-hour week.

Norwood provides the following:

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

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 Agency Support Worker and **Job ID #26-013** 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.