

Agency Support Worker
Full Time Temporary (40 hours/week)
End Date: August 31, 2026 with possibility of extension
Job ID # 26-004

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 enrich families with children birth - 6 years old. Early childhood experiences are aimed at fostering optimal child development and healthy parent-child attachment. Parent education opportunities are created to support building the capacity of families. Family support services are provided to support families as the child's first and most important teacher. Information and referral is a key practice in supporting families to grow and learn within their own communities. Programs are delivered using a holistic approach to support the social, emotional, intellectual, language, physical and creative needs of children and families in the community. For more information, visit <https://www.norwoodcentre.com>.

Position Summary

The successful candidate will join the Agency Supports team. This role supports programs, facilities, administration and nutrition services by completing assigned tasks throughout the Agency. This is done through working collaboratively with all agency teams to ensure success of programs and services at Norwood.

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

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

- Providing support and coverage to the Administration team
- Providing support and coverage to Nutrition Services
- Providing support and coverage to Children's Programs
- Assembling agency resources for staff and participants
- Performing delivery and pick-ups as required for both internal and external activities
- Compiling and entering necessary data and documentation into agency and collaborative data systems while maintaining accurate, timely and complete electronic and paper files

The ideal candidate will possess the following qualifications:

- High School Diploma
- Proficient in Microsoft office and database systems
- Possess a valid driver's license and access to a reliable vehicle
- Possess a current Childcare First Aid certification
- Criminal Record Check and Child Welfare Intervention Record Check (*findings will be reviewed on a case by case basis*)

The following qualifications are considered an asset:

- Level 1 Child Care Assistant Certification
- Experience in food handling
- Experience in administration and reception
- Experience working with children and families from diverse cultural and socio-economic backgrounds

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 #26-004** 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.