



## JOB DESCRIPTION

<b>JOB TITLE</b>	Children's Services Representative
<b>DEPARTMENT / PROGRAM AREA</b>	Children's Services
<b>REPORTING TO</b>	Supervisor, Children's Services
<b>LOCATION</b>	North Bay
<b>WEEKLY HOURS OF WORK</b>	35
<b>SALARY GRADE</b>	Band 5
<b>DATE</b>	November 2021

### GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key Responsibilities?]

Under the general supervision of the Supervisor, Children's Services, the Children's Services Representative determines the initial and on-going eligibility of parents applying for child care subsidy in accordance with the Child Care and Early Years Act, Ministry guidelines and District of Nipissing Social Services Administration Board policies and procedures.

This position participates in internal and external meetings and planning sessions with child care and early years' service providers, special needs resourcing service providers, community partners and school boards as needed.

## KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

<ul style="list-style-type: none"> <li>Through collaboration and team work promotes the strategic vision and direction for the organization and supports the implementation of Nipissing Child Care and Early Years plan.</li> </ul>	
<ul style="list-style-type: none"> <li>Verify and copy the required financial and personal documentation to determine and confirm fee subsidy eligibility according to Ministry guidelines, internal policies and the Child Care and Early Years Act.</li> </ul>	
<ul style="list-style-type: none"> <li>Determines initial eligibility reviews for child care fee assistance by completing income test and necessary documentation confirming fee subsidy eligibility i.e. parent agreement, consent, confirmation letter, etc.</li> </ul>	
<ul style="list-style-type: none"> <li>Inform clients of rights and responsibilities and provide guidance to parents regarding child care options and eligible hours of care i.e. work/school schedule.</li> </ul>	
<ul style="list-style-type: none"> <li>Regular monitoring of case load to assure adherence to guidelines, best practices, policies and Child Care and Early Years Act by completing file updates, second signatures and annual reviews.</li> </ul>	
<ul style="list-style-type: none"> <li>Review all client overpayments for accuracy and make recommendations for recovery.</li> </ul>	
<ul style="list-style-type: none"> <li>Maintain an on-going liaison with Centre Based and In Home Service Providers and Community Agencies to provide information and arrange subsidy for special needs children and parents</li> </ul>	
<ul style="list-style-type: none"> <li>Assist with the resolution of any clients or centre related problems, maintain a constant relationship with the District Child Care Operators and related family and child organizations.</li> </ul>	
<ul style="list-style-type: none"> <li>When required, participates in the preparation for the Ministry's fee subsidy audits.</li> </ul>	
<ul style="list-style-type: none"> <li>Assist in the review and development of policies, procedures and job aides.</li> </ul>	
<ul style="list-style-type: none"> <li>When required, completes service provider monthly billings by verifying/calculating the accuracy of submission and completing cheque requisitions for payment through Portal.</li> </ul>	
<ul style="list-style-type: none"> <li>Participates actively in internal and external meetings and planning sessions with child care and early years' service providers, special needs resourcing service providers, community partners and school boards as needed.</li> </ul>	
<p><b>As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace, that is free of all forms of harassment, discrimination and violence.</b></p>	

## QUALIFICATIONS

- Post-Secondary Diploma in Early Childhood Education;
- One year previous experience in Early Years or Child Care environment;
- Well developed verbal and written communication skills; excellent customer service skills
- Working knowledge of Child Care and Early Years Act and local policies as well as applicable access and privacy legislation;
- Knowledge and experience working with community agencies;
- Knowledge of the Ontario Child Care Management System (OCCMS);
- Good organizational and time management skills to ensure quality outcomes for children and families across the District;
- Proficiency in desktop applications including working knowledge of Microsoft Office Suite applications;
- Proven ability to manage conflict;
- Respect of confidentiality;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- Valid Ontario Driver's License and a vehicle available for use on the job.

## COMPENSABLE FACTORS

### KNOWLEDGE

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

Undergraduate level (College) - Two years or equivalent.

### EDUCATION AND SPECIFIC TRAINING

[The level of formalized knowledge required to satisfactorily fill the position – such knowledge is most commonly acquired as a result of time spent in schools, colleges and universities / today's levels and standards are utilized – Education and Work Experience are rated together.]

Over one year, up to and including two years.

### JUDGEMENT

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job requires adapting established methods or procedures. Work involves a choice of methods or procedures.

### MENTAL EFFORT

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Frequent periods of intermediate duration.

### PHYSICAL ACTIVITY

[Measures the physical activity by the type and duration required to perform the duties.]

Light activity of long duration.

### DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate co-ordination of coarse movements, where speed is a secondary consideration.

## ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in significant loss of time, resources; cause some embarrassment within the department or organization.

## SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Some degree of care required to prevent injury or harm to others

## SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations].

Supervisory responsibilities is not normally part of the job requirement, but there may be a requirement to show others how to perform tasks or duties

## CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Tact and discretion required to deal with or settle requests, complaints or clarification of information.

## WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of continuous exposure.