



JOB DESCRIPTION

JOB TITLE	Children's Services Representative
DEPARTMENT / PROGRAM AREA	Children's Services
REPORTING TO	Supervisor, Children's Services
EFFECTIVE DATE	February 2024/ Revised June 2025
SALARY	Band 5

JOB SUMMARY

Under the general supervision of the Supervisor, Children's Services, the Children's Services Representative is responsible for administering the delivery of child care fee subsidy. This position ensures that eligible families receive financial assistance for licensed child care services and approved camp and children's recreation programs.

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

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

JOB DUTIES AND RESPONSIBILITIES

- Administer the child care fee subsidy program by processing applications, determining eligibility, maintaining waitlists, and ensuring up-to date program records including parent agreement, consents, confirmation letter, etc.
- Document services by recording all contacts and services provided to each family in accordance with established policies and procedures.
- Verify and maintain documentation to ensure financial and personal documentation is accurate and up to date to confirm fee subsidy eligibility according to Ministry guidelines, internal policies and the Child Care and Early Years Act.
- Inform and guide clients by communicating rights and responsibilities, provide guidance on child care options and eligible hours of care, and explain the centralized child care registry, as needed.
- Monitor caseload by completing regular file updates, second signatures, and conducting annual reviews to ensure ongoing eligibility in accordance with policies, guidelines and the Child Care and Early Years Act.
- Review overpayments for accuracy and recommend and follow through with recovery actions.

- Establish and maintain effective working relationships with child care providers, families, and community partners.
- Liaise with licensed child care service providers and community agencies to arrange subsidies for children and parents with differing abilities.
- Assist in resolving client or centre-related problems and maintain ongoing relationships with licensed child care service providers and community partners.
- Participate in the preparation for Ministry fee subsidy audits and support service provider financial reviews related to fee subsidy and CWELCC fee reductions, as required.
- Provide culturally relevant services to children, families and community partners.
- Assist in the review and development of procedures and job aides.
- When required, completes service provider monthly billings by verifying/calculating the accuracy of submission, while ensuring compliance with fee subsidy policies and guidelines and completing cheque requisitions for payment through Portal.
- Participates actively in internal and external meetings, community outreach initiatives and planning sessions with child care and early years' service providers, community partners and school boards as needed.
- Provides employees and citizens accessing DNSSAB services, and external stakeholder's high levels of exceptional customer service that is consistent with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) – Accessible Customer Service Standard (Regulation 429/07).
- Ensures all requirements pertaining to French Language Services Act are met.
- **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.**

QUALIFICATIONS

- Post-Secondary Diploma in Early Childhood Education.
- One-year previous experience in Early Years or Child Care environment.
- Excellent verbal and written communication skills.
- Excellent customer service skills.
- Working knowledge of Child Care and Early Years Act, Canada-Wide Early Learning and Child Care System 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) and the fee subsidy system.
- 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.