



JOB DESCRIPTION

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

JOB SUMMARY

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, community outreach initiatives and planning sessions with child care and early years' service providers, special needs resourcing service providers, community partners and school boards as needed

JOB DUTIES AND RESPONSIBILITIES

- 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;
- 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;
- 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;
- 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;
- 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;
- Review all client overpayments for accuracy and make recommendations for recovery;

- 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;
- 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;
- When required, participates in the preparation for the Ministry's fee subsidy audits and supports with service provider financial reviews related to the application of fee subsidy and CWELCC fee reductions;
- Assist in the review and development of policies, procedures and job aides;
- When required, completes service provider monthly billings by verifying/calculating the accuracy of submission 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, special needs resourcing service providers, community partners and school boards as needed;
- **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;
- Well developed 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.