

Job Description Support Staff

Job Summary: The Support Staff supports the Early Learning Team in providing care to all children in the program.

Responsible to: Child Care Supervisor/designate

Vision: Children and families are the heart of our future

Mission: Engaging children and families in fostering a healthy future for our communities.

Core Competencies: Work in alignment with OCOF/Nena's Program Statement:
 ➤ **Development** **Inclusiveness** **Collaboration** **Excellence**

Duties and Responsibilities:

1. Assist in providing positive guidelines such as re-directing, positive language and reinforcement.
2. Assist in immediately addressing challenging behaviours.
3. Assist in following behaviour guidance policies established by the organization.
4. Report all child related accidents, injuries, and illnesses to the Supervisor and record such incidents in the daily communication log.
5. Attend to children's physical needs for diapering, toileting, eating and sleeping, with respect and as promptly as possible.
6. Report all incidents of suspected child maltreatment to the Supervisor and follow through with the organization's policy.
7. Release children only to persons authorized by parents/guardians.
8. Follow the organization's policies and procedures.
9. Attend regular team meetings.
10. Maintain regular attendance and punctuality.
11. Maintain professionalism in all aspects of work.
12. Promote a team approach in all areas of the work environment.
13. Ability to be flexible in performing daily tasks, scheduling and working at different locations.
14. Support and make a commitment to the principles of inclusion.
15. Familiarity with the program routines.
16. Actively involve all children in the daily activities.
17. Assist children in expressing themselves by listening and responding with questions or comments that extend conversations.
18. Take direction while participating as a member of a team.
19. Assist in setting reasonable behaviour expectations consistent with the organization's philosophy and policies.
20. Recognize cultural diversity in the environment.
21. Maintain confidentiality.
22. Continue professional development by attending workshops, conferences, information sessions and courses.
23. Be accountable for requirements as set out in the following professional resources:
 - a. [ELECT Document](#)
 - b. [CCEYA](#)
 - c. [How Does Learning Happen?](#)
 - d. [Think Feel Act](#)
24. Other job related duties as assigned.

Qualifications:

1. Secondary Education with related experience in child care is an asset.
2. First Aid and Cardiopulmonary Resuscitation (CPR – Level C) certificate.
3. Must be 18 years of age or older.
4. Must provide a current satisfactory Vulnerable Sector Criminal Record Check (within the last 6 months).
5. Food Handler's certificate.
6. Experience in working with children and families is an asset.

Skills:

1. Genuinely committed to helping children learn.
2. Excellent interpersonal and organizational skills.
3. Excellent verbal and written communication skills in both official languages, where required.
4. Time management and critical thinking skills.
5. Decision making and problem solving skills.
6. High level of energy.
7. Work independently and as a team member.
8. Conflict resolution skills.
9. Some knowledge and understanding of the Child Care and Early Years Act and licensing regulations preferred.
10. Effectively interact and relate to children in a developmental appropriate manner.

Because of the changing nature of work and work to be done, the qualifications may be adjusted from time to time.

Working Conditions:

- Ability to lift up to 40 lbs., including bending, stooping, stretching, squatting, pushing, pulling, sitting, walking, and running.
- This position requires considerable flexibility.
- Requires some evening and weekend work for training and events.
- Interaction with children, family members, and community partners.
- Noise level can be moderate to loud.

Our Children, Our Future/Nos enfants, notre avenir is a fragrance-free and smoke free work environment.