



Spark Family Resource Network Hub Navigator

Whitecourt

35 Hours per week

The Position:

Acts as the first point of contact, describing FRN programs and resources and screening for program eligibility if necessary. Responsible to forward referrals, coordinate services with community supports, and ensure that individuals and/or families do not get lost during the referral and connection process within the Family Resource Network. Responds to phone, email, and face-to-face inquiries. Ensures efficient operation of the office by supporting managers and employees by completing data entry, maintaining files, uploading documents into database, assisting with copying and scanning, and other administrative duties. Implements administrative systems, procedures, and policies.

What you'll do:

- Work collaboratively with Family Resource Network Spokes to lead meetings, collect/share information, etc.
- Liaise with other Family Resource Network Hubs to share information, resources, and referrals
- Accept incoming program referrals, and/or intakes, and complete program participant screens
- Identify appropriate referrals to community supports and forward using the established Family Resource Network and Healthy Families Healthy Futures referral processes
- Maintain an up-to-date list of contacts, services, and resources, within the Family Resource Network
- Create and maintain confidential, accurate, and current program participant records, including complete and thorough documentation for each program participant, in accordance with professional standards and internal policies
- Visit service agencies to promote program referrals
- Participate in interagency meetings and other community events to increase program awareness
- Assist with reporting for program evaluation
- Update social media and website information on an on-going basis
- General reception duties including answering incoming calls and visitors in a friendly and courteous manner, directing callers to the appropriate person, and handling incoming and outgoing mail

Qualifications:

- Professional Diploma/Certificate, relevant experience and equivalencies considered
- Exceptional inter-personal skills with a positive and empathetic approach to others
- Proficiency in Microsoft Office applications
- Working knowledge of online databases
- Respect for the diversity of cultural differences and beliefs
- Knowledge of community resources
- Adapt well to changes in work priorities as needed
- Ability to maintain computerized files and documentation
- Current Child Welfare Record Check and Criminal Record/Vulnerable Sector Check
- Valid driver's license with a reliable car is required
- Comfortable working independently

Healthy Families Healthy Futures offers a competitive benefits package, caring work environment, and opportunities for on-going training and professional development. Wage will be dependent on a combination of education and experience.

Please submit your resume and cover letter to main.office@hfbalberta.com or on our website: <https://www.hfbalberta.com/careers>