

## JOB DESCRIPTION

**Job Title:** Child and Youth Facilitator

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### **Primary Focus:**

The Child Services Facilitator is responsible for ensuring a safe, caring and stimulating environment for the Children involved in programs and events at the TransAlta Tri Leisure Centre. The incumbent also promotes the TransAlta Tri Leisure Centre by providing friendly, courteous and professional service, identifying needs, recognizing moments of opportunity, providing value-added advice, and providing the appropriate solution to meet the customer requests. The Child Services Facilitator will be required to work outside of traditional business hours to ensure the fulfillment of patron requirements.

### **Specific Accountabilities:**

- Assists in implementing children and youth programs and events while ensuring the development needs are met for all age groups.
- Maintains equipment and supplies needed to run children's programs and events in a neat and organized fashion.
- Develops and fosters customer relationships through professional, courteous, and efficient service for all basic customer service requests by means such as phone, e-mail or in person.
- Creates a safe, inviting physical environment through awareness of the effects of environment on children's welfare.
- Ensures safety for Children, parents, patrons and staff by implementing and following TLC policies and procedures and provincial legislation.
- Resolves customer inquiries, concerns, and complaints either directly or by referring to another staff member as required.
- Utilizes effective listening and communication skills to identify "Problems/Needs/Opportunities".
- Prepares other correspondence as required (i.e. Accident reports).
- Performs other related duties and responsibilities as required.
- Performs custodial duties as required.

### **Competencies/Skill-Sets Required:**

- Exceptional customer service focus and desire to work with children.
- Strong communication skills (oral), listening skill, ability to ask questions.
- Independent decision-making, problem solving and analytical skills.
- Teamwork and cooperation.
- Knowledge of developmental abilities and interests of pre-school to school aged children.
- Awareness of behavioral management techniques.
- Knowledge and understanding of Occupational Health and Safety.

### **Designations/Skill-Sets Required:**

- High School diploma is preferred.
- Experience working with young children.
- High Five Certification, Principals of Healthy Child Development (PHCD) would be an asset.
- AFLCA – Ever active Kids is an asset.
- Proficiency in the use of MS Word, Excel, Intelli Leisure, email and experience with the Internet is an asset.
- Standard First Aid/CPR C/AED is required.
- Cleared criminal record check and child welfare check are required.

### **Recruits From:**

- External candidates with experience working with young children.

- External candidate with experience working in a child care or day care setting would be an asset.
- External candidate with early Child Care Diploma would be an asset.

**Career Progression Opportunities:**

- External Early Child Care/Playschool organizations
- Child and Youth Instructor
- Program Coordinator Children and Youth

**Reports To:**

- Program Coordinator Children and Youth

**Direct Reports:**

- Nil