Hamilton Child and Family Supports

Soutien aux enfants et aux familles de Hamilton

EMPLOYMENT OPPORTUNITY

Hamilton Child and Family Supports was established in 1894 as a not-for-profit charitable organization, mandated under the *Child, Youth and Family Services Act* of Ontario, focusing on the well-being and protection of children. The organization is committed to the strengthening of families, while valuing diversity and promoting equity.

We are dedicated to building a workforce that reflects the diversity of the community in which we live and serve. The organization encourages applicants from all qualified individuals.

We believe that we are all responsible, committed, and accountable to each other to promote a culture where everyone is welcomed, heard, respected, and valued. We commit to challenging and interrupting behaviours of racism, discrimination, disrespect, intolerance, harassment, and bullying as we strive toward an environment of learning, care and respect for each other; a place where the voices of equity-deserving individuals will be heard and acted upon as we continue our journey of healing, inclusivity, equity and growth.

We are currently seeking a skilled and committed individual to join our team as a:

Service Support Associate

$54,488 to $63,740
Temporary Full-Time (up to 1 year contract)
Existing position

Reporting to a Unit Supervisor, these positions are designed to provide assistance and support to Child Protection workers in the Assessment and Support, Permanency and Resource Departments along with ad hoc support across all other agency Departments.

Responsibilities:

Reception & Switchboard

- Create and maintain a professional, calm, and welcoming environment for service recipients, visitors, and staff;
- Answer and redirect incoming calls promptly and professionally;
- Greet, screen, and direct walk-ins, service recipients, and visitors to appropriate staff or services;
- Maintain visitor logs and ensure compliance with security protocols;
- Operate the switchboard and paging systems;
- Monitor panic button light and respond in line with established safety protocols;
- Unlock and secure the reception area at opening and closing times.

Administrative & Clerical Support

- Prepare and process courier packages and mail (incoming and outgoing);
- Perform scanning, data entry, and document management support for Service and Non-Service, adhering to established records management practices and utilizing appropriate equipment as necessary;
- Support scheduling, documentation, and other administrative tasks as directed.

Volunteer Transportation Coordination & Family Support

- Schedule and coordinate volunteer driver assignments in a timely and cost-effective manner;
- Communicate changes (e.g., cancellations, address updates, time adjustments) to volunteers and staff;
- Maintain accurate records of drive requests, schedules, and monthly statistics in the organization's database;
- Review and verify volunteer driver expense sheets for accuracy;
- Assist with onboarding and orienting new volunteer drivers;
- Act as a point of contact for volunteers, addressing concerns or logistical issues.
- Ensure compliance with transportation safety standards, including car seat regulations;
- Organize and facilitate car seat information/training sessions for staff, volunteers, and foster parents;
- May transport children in emergency situations; (such as car breakdown of volunteer driver on route);

Qualifications:

- Post-secondary education in business, office administration, social services, or related field, or equivalent work experience;
- Strong organizational and interpersonal skills with proven ability to multi-task;
- Excellent verbal and written communication skills, including professional and courteous phone etiquette
- Demonstrated customer service orientation, with ability to work effectively in sensitive or crisis situations;
- Computer literacy with proficiency in office software and in-house databases;
- Experience with switchboard/console systems an asset;
- Valid driver's license, appropriate automobile insurance coverage and a safe driving record;
- Knowledge of transportation safety practices and ability to assist service recipients with mobility or accessibility needs;
- Prior experience in administrative support, client services, or transportation coordination preferred.

As an employer, Hamilton Child and Family Supports is committed to:

- ***A culture of inclusiveness and diversity reflecting our diverse service recipients, staff, and community alike.***
- ***Providing barrier-free and accessible employment practices***
- ***In accordance with the Ontario Human Rights Code providing accommodation supports during the selection and interview process if required.***

All employees of the organization are expected to demonstrate respect, empathy, and accountability to the children and families we serve and each other, and to attend work regularly as regular attendance is critical to maintaining the highest quality and level of service expected in delivering care to the children and families of our community.

Interested applicants should submit a current resume to careers@hamiltoncfs.ca or by Fax: (905) 522-1089, clearly indicating the Job Posting Number File 035/26 **by September 18, 2026.**

HCFS does not utilize Artificial Intelligence (AI) technologies in our recruitment or selection process.

We thank all applicants for their interest in Hamilton Child and Family Supports, however, we will only contact those selected for an interview.