



Children's Program Facilitator

<u>Job Category:</u>	Client Services
<u>Position Type:</u>	Part-Time/2 days a week - w/possibility of additional shifts
<u>Location:</u>	Toronto, ON
<u>Career Level:</u>	Intermediate/Experienced

Position Summary:

Emily's House (EH) is an in-patient children's hospice; featuring a home-like, comforting environment, committed to caring for children with life-limiting illness, and their families. Emily's House offers high-quality specialized care, comfort and respite to help enrich the lives of children and their families through all stages of a child's illness, and their end-of-life care. Children at Emily's House are all ages with complex care needs, life-limiting and terminal illness.

The Children's Program Facilitator assists in creating a welcoming and safe environment for the children admitted to EH, and their families. Their primary role is the implementation and facilitation of scheduled programs and supervision of the children.

The position reports directly to the Manager of Children and Family Programs, within the Client Services and Volunteer Programs Department.

Education/Qualification:

- Grade 12 education is required
- Preference in post-secondary education in Early Childhood Education, Social Work, Child and Youth or Human Development related program, Recreation Therapy/Activation and/or equivalent experience and education.
- Additional education or training re: working with special needs children, development support work experience, or related training an asset
- Knowledge/specific training in Paediatric Palliative Care/End-of-Life Care and Hospice an asset

Experience:

- Minimum of 1 year experience working with children with special needs/complex medical need (volunteer or paid position).
- Minimum of 1 year experience in a health care setting (volunteer or paid position).

Duties and Responsibilities:

1) Service Delivery/Client Centered Care

- Provides play opportunities in individualized setting and group settings.
- Plans, prepares and facilitates activities with children; including but not limited to arts and crafts, cooperative games, and sports activities as appropriate for each child/client
- Be comfortable and aware of the complex medical needs of Emily's House & Philip Aziz Centre clients
- Assists in delivery of play-based therapeutic programming and activities: such as music therapy, or child life, pet therapy
- Facilitates activities per the Recreation Calendar of events; weekly/monthly
- Participates in ongoing written and oral communication regarding psychosocial needs of children with multidisciplinary team.
- Provide guidance and direction to volunteers
- Work alongside volunteers to support recreational activities and play opportunities
- Takes action to deal with incidents, problems and emergencies as outlined in policy and procedures of Emily's House and Philip Aziz Centre.
- Maintains inside and outside play areas ensuring areas are clean, safe, and organized and that , equipment and supplies meet Health and Safety standards
- Ensures effective service delivery consistent with EH's mandate, policy and procedures and model of care

2) Planning

- Update clients' care plans with relevant information for continued supports
- Creates and maintains client information sheets
- Creates weekly/monthly activities in alignment with recreation schedule domains
- Create monthly calendar
- Meet with Coordinator of Recreation and Therapeutic Programs for instruction, guidance and planning of children's programming, weekly

3) Other

- Participate in staff/program meetings and committees
- Mentors and assists in volunteer training
- Support all domains of children and family programs: including recreation, child life, music therapy, legacy and family supports
- Maintains an inventory of program supplies

Competencies:

Administration Skills – Acute awareness of priorities and time management. Demonstrates accuracy and thoroughness. Fulfills administrative requirements assigned by supervisor and works within approved budget.

Awareness - Engages in reflective practice. Ability to establish and honour professional boundaries. Projects a warm, caring, empathetic attitude; (sense of humour an asset) and has ability to remain calm and centered and convey that to individuals accessing services.

Communication Skills – Speaks and writes clearly, informatively and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions from clients, colleagues, volunteers, and the general public. Explains reasoning for decisions. Good conflict resolution skills.

Cultural Humility - Awareness, commitment, and ability to include one's own as well as other's different cultural perceptions, assumptions, norms, beliefs, and values, in the context of providing services.

Information and Education Delivery – Ability to present to others; sound knowledge of client services and able to educate clients, staff and/or volunteers.

Case Management Skills - Competent in managing assigned clients' information and files. Exhibits sound judgment. Ability to be independent, resourceful, assertive and think creatively. Demonstrates positive attitude, energy and flexibility. Ability to listen to, motivate and work with others effectively. Ability to organize and set expectations and monitor activity.

Organizational Culture - An understanding of the history, philosophy, and services of Hospice Palliative Care and Philip Aziz Centre & Emily's House.

Organizational Support - Commitment to team involvement for the betterment of the organization. Responds to management direction. Takes responsibility for own actions. Be available to staff and volunteers and works collaboratively. Improves processes and services. Identifies and resolves problems. Follows policies and procedures.

Personal Development – Commitment to continuous learning and pursues goals. Seeks new ideas and approaches and uses lessons learned from previous experiences to improve performance and effectiveness. Receptive to mentoring.

Professionalism - Demonstration of behaviors that reflect high levels of performance; a strong work ethic. Approaches others in a tactful manner and treats others with respect and consideration regardless of their position. Accepts responsibility for own actions. Follows through on commitments.

Accepting Resumes & Cover Letters/Application Deadline: *Sunday, June 4th, 2023*

To: Amanda Maragos, Director of Client Services & Volunteer Programs

amandam@philipazizcentre.ca

(Email with any questions)

Preferred Start Date: June 19th, 2023

*Salary details: competitive and commensurate with experience; connect with Amanda Maragos for details. Thank you!