



Canadian
Children's
Literacy
Foundation

Fondation pour
l'alphabétisation
des enfants
canadiens

PROGRAM SUPPORT SPECIALIST

[FOCUS AREA: TECHNOLOGY & PROGRAM INFRASTRUCTURE SUPPORT]

Location: Offices are in downtown Toronto. The successful candidate must be available to work in-office at least 1-2 times per week. Occasional domestic travel is also required.

Posting date: May 12, 2023

Closing date: June 30, 2023. Applications will be reviewed as they are received, and interviews will take place on a rolling basis until the role is filled.

Salary range: Annual salary of \$50,000 - \$65,000, commensurate with experience.

The [Canadian Children's Literacy Foundation](#) / La [Fondation pour l'alphabétisation des enfants canadiens](#) ("CCLF") is a charity that was founded in May 2017 with the mission of ensuring that all children in Canada are equipped with the literacy skills they need to achieve their full potential.

Working alongside members of the Programs team and reporting to a Program Manager and/or the Director, Early Words, the **Program Support Specialist** will support the continued growth and sustainability of the [Early Words/Premiers mots](#) program.

This individual will also play a pivotal role in developing a shared understanding of the firsthand experiences, practices, and knowledge of how families support their children's literacy skills development, as well as the barriers that they face in doing so.

We are looking for candidates with the ability to develop trusting relationships with key partners which include community leaders and organizations. The ideal candidate will have experience facilitating and/or delivering community programming.

CCLF strives to foster a workplace that reflects the diversity of the communities it serves, and welcomes applications from candidates who demonstrate the required skills and abilities. CCLF is also committed to developing an inclusive, barrier-free selection process and work environment. Please advise if you require any accommodations to ensure a fair and equitable selection process.

Key Roles and Responsibilities:

- Provide CMR (Salesforce) maintenance support by pulling reports, making dashboards, and creating new fields to improve program efficiency
- Maintain and support the development of online book ordering portal
- On-board and train healthcare providers at new and existing *Early Words/Premiers mots* program sites
- Maintain ongoing communications and program implementation support for existing and new program sites
- Contribute to writing internal and external-facing documents in a clear and accessible format



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- Assist in the preparation of proposals and presentations
- Provide general administrative support to the team, such as organizing meeting logistics, scheduling interviews, and coordinating event logistics
- Support the research and selection process of *Early Words/Premiers mots* program sites
- Develop community relationships with partners and stakeholders from a variety of sectors, including healthcare, early childhood education, and literacy organizations to support outreach, program growth/development, and program fidelity
- Support and lead aspects of program implementation, tracking progress against milestones and budgets
- Support with reporting to funders as needed

Professional Experience and Qualifications:

- Applicable lived experience and/or post-secondary education in early childhood education, healthcare, children's literacy, education, or another relevant subject area
- 3-5 years relevant work or community experience
- Proficient in Microsoft Office (Word, Outlook, Excel, PowerPoint and SharePoint), with a willingness to learn Salesforce and other IT programs
- Excellent technological proficiency, growth mindset, and ability to learn new software with appropriate training
- Self-starter that may work independently to ensure milestones are met while also able to work collaboratively within a team
- Excellent organization skills, with good attention to detail
- Able to build and maintain relationships remotely using phone and virtual communication
- Experience working on collaborative projects with partners of varying backgrounds and disciplines
- Strong facilitation skills, comfortable with running large, group interactive discussions virtually and in-person, with a proven ability to create culturally safe and comfortable spaces for difficult conversations with diverse audiences
- Excellent written and oral communication skills in English

Assets:

- Experience using Salesforce or other CRM software
- Knowledge of the history and current realities of Canadian healthcare systems
- French language skills (with opportunity for assessment and training)
- Experience working in communities and/or a history of community engagement
- Experience and/or knowledge of promoting health research and/or carrying out research in keeping with Indigenous values, traditions, cultural protocols, and right to self-determination
- Experience developing or implementing program evaluation frameworks



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- Knowledge and/or interest in early childhood education/early literacy
- Lived or professional experience within First Nations, Inuit, and Métis communities

Compensation & Work Environment

This is a full-time position with a salary between \$50,000 and \$65,000 commensurate with experience plus health and dental benefits.

CCLF's offices are currently located in downtown Toronto. The successful candidate must be available to work in-office at least 1-2 times per week. This role offers a successful incumbent significant opportunity for growth in alignment with organizational growth.

Applications will be reviewed as they are received, and interviews will take place on a rolling basis.

Please submit your resume along with a cover letter that includes up to six bullet points indicating how you see your background aligning with this role. Applications must be in one file and be submitted only to recruitment@childrensliteracy.ca, cc'ing njshukla@childrensliteracy.ca.