



Family Resource Network (FRN) Programs and Services Administrator

Temporary, Part-Time (21 hours/week)

Star Date: August 03, 2026, and End Date: January 31, 2028

Pay Range: \$39.26 – 49.07/ hour

At the City of Leduc, our mission is *People. Building. Community.* We offer a collaborative and dynamic workplace where our values of Teamwork, Service, Respect and Leadership guide our conduct and contribute to a healthy culture. If you would like to work as part of a progressive organization and enjoy a fast-paced, community-focused environment, then this may be the opportunity for you.

Come work with us!

At the City of Leduc, we believe in supporting strong, connected families and building a healthy community where residents can access the right supports at the right time. Our Family Resource Network (FRN) team plays a key role in connecting families to services that promote well-being, parenting support, child development, and community resources. If you are passionate about helping families navigate services, enjoy meaningful client interaction, and thrive in a service coordination environment, we invite you to join our team.

What is the Opportunity?

We're looking for a compassionate and organized FRN Programs and Services Administrator to join our Family Resource Network team. Reporting to the Lead, Family Resource Network, this role serves as a central point of contact for families accessing services through the FRN Hub and Spoke model.

This position is responsible for intake coordination, initial screening, referral management, and service navigation to ensure families are connected to appropriate supports in a timely and effective manner. You will work closely with internal programs and external community partners to facilitate coordinated service delivery.

This is a client-focused role where strong communication, sound judgment, and the ability to manage sensitive information are essential.

What will you do?

As the FRN Programs and Services Administrator, your key responsibilities will include:

- Serving as the first point of contact for families, community partners, and service providers accessing FRN services
- Conducting intake screening and gathering information to identify family needs and appropriate service pathways
- Providing information on available programs, eligibility requirements, and community resources
- Coordinating referrals and facilitating connections to internal and external services
- Monitoring referral status and completing follow-ups with families and service providers
- Maintaining accurate client, referral, and program records in applicable systems
- Supporting reporting, data tracking, and program evaluation activities
- Coordinating intake schedules, calendars, meetings, and program bookings

- Preparing agendas, minutes, documentation, and supporting materials
- Supporting workshops, programs, and community events, including registration and logistics
- Assisting with program communications, scheduling, and participant follow-up
- Maintaining program calendars and supporting outreach and promotion of services
- Collaborating with community agencies and service partners to support coordinated service delivery
- Identifying and escalating complex or high-risk situations when required
- Performing other related duties in support of FRN programs and services

Who you are?

You bring:

- Post-secondary diploma in Human Services, Social Services, Community Support, or a related field
- Equivalent combinations of education and experience may be considered
- 3–5 years of experience in community-based services, program coordination, or administrative support within a social services environment
- Experience working with families, children, or community programs is an asset
- Experience with intake, referrals, or service navigation is highly desirable
- Strong organizational, time management, and administrative skills
- Excellent interpersonal and communication skills
- High attention to detail and accuracy in data entry and documentation
- Ability to work effectively with vulnerable populations in a respectful and trauma-informed manner
- Proficiency in Microsoft Office (Word, Excel, Outlook)
- Experience with client management systems such as NewOrg is an asset
- Knowledge of the Family Resource Network (FRN) Hub and Spoke model is an asset
- Municipal government experience is an asset

The following training and certifications are considered strong assets:

- Protective Factors Assessment
- Ages & Stages Questionnaires (ASQ)
- Working Mind training
- AHVNA Family Violence Protocol Training
- Trauma-Informed Practice training
- Indigenous Cultural Awareness
- Standard First Aid and CPR
- Mental Health First Aid (or equivalent)
- Suicide Intervention / Suicide Prevention Training (e.g., ASIST, safeTALK)
- Incident Command System (ICS 100)

What we Offer?

At the City of Leduc, we believe in taking care of our people. Here's what you can expect:

- Competitive Hourly pay: \$39.26 – 49.07 per hour
- Recreation Pass: Free annual City of Leduc recreation pass with access to drop-in programs
- Free Parking: On-site free parking for employees
- Employee Family Assistance Program

Important Notes!

- The successful candidate must provide a current Criminal Record Check at their own expense
- This position may require occasional evening or weekend work depending on program needs

Ready to Join Us?

If you're ready to make a meaningful impact in the lives of families and contribute to a connected community, we'd love to hear from you.

Apply today at: www.leduc.ca/careers

Competition closes at 11:59 pm (MT) on **July 09, 2026**. Due to the high volume of resumes received, we are not able to respond to individual phone calls. This competition may be used to fill future vacancies at the same or lower classification level. We thank all applicants for their interest, however, only those selected for interviews will be contacted.