

## JOB DESCRIPTION

POSITION:	Executive Assistant
ACCOUNTABILITY:	Executive Director
CLASSIFICATION:	Permanent Full-Time
DATE APPROVED:	November 1, 2017
DATE UPDATED:	September 2, 2020

### **Philosophical Overview**

All employees with the Association of Native Child and Family Services Agencies of Ontario (ANCFSAO) are required to follow the Mission, Vision and Values of the organization in all circumstances. Similarly, all employees shall follow the policies and procedures of ANCFSAO, as well as the direction provided by the management team.

All employees are required to perform those duties in a manner that respects and reflects the culture, traditions and values that are common to the First Nation, Inuit and Métis Peoples.

### **Position Summary**

Reporting to the Executive Director (ED), the Executive Assistant will provide executive office leadership support to the ED to ensure that workload is prioritized to leverage organizational priorities as well as to be strategic and effective in a fast-paced environment. This role will also lead, coordinate, and support the administrative work of the Executive Office, on a wide variety of complex, sensitive, and confidential matters requiring in-depth knowledge of association programs and administrative policies and procedures. The Executive Assistant will coordinate and provide oversight of the high-level administrative work associated with the ANCFSAO Senior Leadership Team, ANCFSAO Board of Directors and Board Committees, and Strategic Councils.

The Executive Assistant works independently, in a proactive manner, using good judgement to support the work of the Executive Director, communicating with all levels of stakeholders (internal and external) to ensure credible transparency and accountability for all levels in the organization and ensuring the smooth functioning of the Executive Office.

## **Primary Responsibilities**

1. Leads, coordinates, and supports the administrative work of the Executive Office:
  - Independently composing, proofreading, and editing a variety of documents, including emails, letters, memos, reports, and minutes. Corresponds with a variety of stakeholders, including Child Well-Being Members, CAS members, Board members, government officials and internal employees.
  - Oversees the Executive Director's schedule, including oversight of travel and logistical support for meetings, events, and public engagements.
  - Supports the Executive Director by proactively addressing any emerging or sensitive issues in a timely manner and providing background information as needed.
  - Receives, screens, prioritizes, directs, or responds to incoming communications to the Executive Director including telephone calls, e-mails, and mail.
  - Using good judgement, provides information and direction on sensitive matters or other information in a confidential nature.
  - Coordinates Directors team meetings by soliciting agenda items, preparing agendas and minutes, maintaining records and monitoring follow up.
  - Coordinates the All Staff meetings by soliciting agenda items and preparing agendas.
  - Develops and maintains filing systems which includes the maintenance of reference, statistical and information files, and bring-forward systems.
  - Assists where appropriate in the coordination, integration, and implementation of decisions of the management team.
  - Track Key Strategic and Operational drivers by tracking progress, collaborating with Management, and providing technical support to the Executive Director by researching and answering questions, troubleshooting problems, and optimizing any data tracking efforts.
  - Undertakes research for the Executive Director and the senior leadership team as required, analyzing and synthesizing information and where appropriate, proposing processes and solutions.
  - Assists the Executive Director with the budget planning and operational planning process.
  - Maintains, organizes, and manages corporate records and information (e.g., Minutes, By- Laws, correspondence) for the Executive Office.
  - Provides ongoing support, research, and documentation for the Executive Director's involvement in committees and working groups.
  
2. Provides senior level administrative support to the Board, its Committees and other governance functions of the Association:
  - Schedules Board and Board Committee meetings, including oversight of travel and logistical support for meetings and other events.
  - Coordinates the preparation of agendas; ensures timely production and distribution of supporting documents; records and minutes of meetings.
  - Works with the Executive Director to ensure compliance with legal and regulatory requirements and organizational standards.
  - Maintains a complete and accurate record of the proceedings of every meeting of the Board and its various committees, tracks decisions and documents progress.
  - Supports the development and maintenance of ANCFSAO Board Policies and Bylaws.
  - Undertakes research and preliminary work on special projects as assigned by the Executive Director.

3. Coordinates administrative relations and communications for the Executive Office and the Board:
  - Ensures timely and accurate reporting to government and other bodies in compliance with ANCFSAO's requirements for corporate disclosure.
  - Coordinate and/or assist the Executive Director with communications with senior management, internal and external stakeholders, and Board members.
  - Ensures that information relating to the Executive Office, the Board, and its Committees, and ANCFSAO is complete, accurate and available for ANCFSAO's website and publications.
  - Collects, collates, and provides information in response to requests from members or other key stakeholders.
  - Maintain and present a positive and professional image of the executive office at all times.
  - Annual General Meetings, Open Houses, and other external meetings.
  - Follow up on Board directives as directed by the Executive Director.
  - Ensure Board and Board Committee minutes are signed by the Board President.
4. Performs other related duties as required.

### **Public Relations and Implementation of Financial Processes**

Administer financial processes and to develop and distribute promotional material:

- Implement financial processes in the performance of duties such as purchase orders, cheque requisitions, requests for payments, etc.
- Participate in the development and implementation of a comprehensive public relations strategy.
- Order, design, develop and distribute public relations pamphlets and supplies
- Maintain a calendar of events.
- Coordinate and prepare presentation material for Annual General Meetings and special events.
- Prepare Agency annual reports.

### **Administration and Reporting**

Complete administrative functions and reports, and adhere to Association policies, procedures and relevant practices:

- Ensure confidentiality and safekeeping of all Association documents and records.
- Develop and maintain accurate, up-to-date and concise work files.
- Work in compliance with Occupational Health and Safety Act and any other relevant legislation.
- Follow the Associations' human resources, finance and other policies and procedures in the performance of duties

## **Other Duties**

- Participate in internal or external committees as required or assigned.
- Other duties as required and assigned.

## **Qualifications**

### **Preferred Education and Experience:**

- College diploma in Business Administration or related field with a minimum of five (5) years senior administrative experience within a similar role OR minimum Grade 12 education with a minimum of eight (8) years senior administrative experience within a similar role.
- Experience working within Child Welfare and/or Indigenous Child-Wellbeing setting would be considered an asset.

### **Knowledge Requirements:**

- Knowledge of the Child, Youth and Family Services Act and Ministry of Children and Youth Services, as well as clinical knowledge of social work theories, principles and practices.
- Knowledge of the ANCFSAO Mission and Mandate.
- Have knowledge of standard office procedures.
- Extensive proficiency using computers and standard computer software programs (e.g. Excel, Word, Outlook, Publisher, PowerPoint, etc.).
- Working knowledge of a multi-line phone system, office equipment (i.e. fax, photocopiers, shredder, scanners etc.).
- Thorough knowledge of Indigenous culture and values including awareness of the First Nation, Inuit and Métis Communities we service.
- A solid understanding of and sensitivity to the experiences of First Nations and Indigenous peoples in Canada, and the impact of the legacy of Residential Schools and the Sixties Scoop upon them is essential.

### **Skills and Abilities:**

- Extensive proficiency using computers and standard computer software programs (e.g. Excel, Word, Outlook, Publisher, PowerPoint, etc.).
- Demonstrated ability to keyboard at a minimum of 60 wpm.
- Detail oriented and organized with strong project planning and time management skills that supports meeting deadlines.
- Ability to communicate professionally and respectfully in any situation, including difficult discussions that may arise.
- Handles problems in a pro-active manner with a focus on resolution.
- Proficient writing skills with the ability to draft/edit communications including emails, memorandums and letters.
- Capacity to record and develop meeting minutes and high-level professional documents, accurately and efficiently.

- Task oriented with the ability to manage multiple priorities and work in a fast-paced environment.
- Takes initiative in the role utilizing critical thinking to problem solve skills.
- Ability to work independently and within a team environment.
- Displays a high-level of emotional intelligence including consistently exhibiting a positive and professional demeanor in all situations.
- Self-aware and able to adapt and support organizational change.
- Fluidity in working with staff, senior leadership, Boards of Directors, partner agencies, government bodies and Indigenous organizations.
- Understanding the importance of maintaining and working within a highly confidential and sensitive environment.
- Understanding and ability to speak an Indigenous language would be an asset.

### **Mandatory Requirements:**

- Must be willing to work flexible hours including weekends, evenings and holidays as required.
- Provide an acceptable Canadian Police Information Centre Check (CPIC) and Vulnerable Sector Screening (VSS).
- Able to provide a safe vehicle for use on the job, an acceptable Driver's Abstract, evidence of a valid Ontario Driver's License and of Personal Liability & Property Damage insurance coverage for at least \$1,000,000.00.

### **Working Condition and Location**

The position will be based out of the office in Toronto and travel within Ontario is required.

While performing the duties of this job, the Executive Assistant will typically be in an office setting. The Executive Assistant is frequently required to operate a computer, file, and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching, and bending. The Executive Assistant will be required to travel to meetings in the province of Ontario.

The administration of employees and financial issues can be mentally and emotionally challenging. As a result, this position is more mentally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually quiet to moderate but may be loud on occasion. The nature of the position may expose the Executive Assistant to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

**Supervisory Responsibility**

The position is not required to supervise any staff.

**Key Relationships**

**Internal:**

The position requires interaction with Board of Directors, Executive Committee, Executive Director, and ANCFSAO staff.

**External:**

The Executive Assistant will interact with Indigenous Child Well-Being Agencies and Children’s Aid Societies, the Ministry of Children, Community and Social Services (MCCSS), the Ontario Association Children’s Aid Societies, Indigenous Communities, and other partner agencies providing services within our jurisdiction.

**Disclaimer**

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. The Association of Native Child and Family Services of Ontario reserves the right to modify job duties or the job description at any time.

**Signature**

This is to acknowledge that I have received a copy of this job description and understand its contents.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date