



**Bruce Grey Child and Family Services
Administrative Support Worker
Posting #2021-31**

**TEMPORARY ADMINISTRATIVE SUPPORT WORKER
Position #34**

EMPLOYEE GROUP: CUPE, Temporary Backfill
DEPARTMENT: Administrative Services
REPORTS TO: Supervisor, Administrative Services
RATE OF PAY: \$22.05/hr. - \$28.33/hr.
LOCATION: Owen Sound
POSITION START DATE: As soon as possible.
DATE POSTED: September 21, 2021
DATE CLOSED: October 1, 2021
POSTING TYPE: Internal and External

We are recruiting for a Temporary Administrative Support Worker for a backfill. Please submit cover letter and resume, quoting the posting to the HR Mailbox (hr@bgcfs.ca) on or before the closing date at 4:30pm

As a condition of employment, all external hires will be required to submit proof of complete COVID-19 vaccination or documentation unless a valid accommodation under the Ontario Human Rights Code exists.

Purpose Statement

Reporting to the Supervisor of Administrative Services, the Administrative Support Worker is responsible for providing clerical and administrative support to a designated team or department of Bruce Grey Children and Family Services (BGCFS).

The work of BGCFS is considered essential. The organization has policies, procedures and practices in place to ensure a response to urgent child protection matters at all times.

Main Duties and Responsibilities

Clerical and Administrative Team Support

- Provides clerical and administrative support to the team/department including processing of mail, filing and file systems, word processing, spreadsheet development, data entry and minute taking and distribution
- Responds to telephone calls, email or other messages, directs messages and provides information and/or assistance and directs or refers as appropriate and with urgency, if required

Bruce Grey Child and Family Services Administrative Support Worker

- Assists with the preparation, completion, input, tracking and/or review of reports, contact logs, court papers, correspondence, data, records, verification documents, etc.
- Assists the team/department in its preparations for reviews, audits or other similar processes
- Arranges for internal, facsimile and/or courier distribution of information
- Scans, photocopies, collates, packages, expedites and processes documents and files
- Prepares, compiles and maintains team/department forms, manuals, information packages, etc.
- Prepares and processes all team/department paperwork accurately and in a timely fashion
- Orders supplies for team/department and ensures supplies are maintained at an adequate level
- Monitors the agency's facilities and reports issues; may arrange for maintenance or repairs following procedures

Organization of Meetings/Scheduling

- Co-ordinates a variety of meetings, appointments, case conferences and training including inviting participants, scheduling times and dates and all logistics including booking board and conference rooms, making travel arrangements as required, arranging room set-up, audio-visual equipment and meals and refreshments
- Prepares for meetings by composing and distributing agendas and materials
- Co-ordinates travel and transportation arrangements for participants as required
- Takes, types and distributes minutes when required
- Organizes and maintains the team/department calendar
- Coordinates and manages virtual meetings

Data Maintenance

- Creates and maintains electronic and manual filing and tracking systems; retrieves information; keeps confidential and other records; maintains filing systems/rooms
- Enters information and maintains databases, processing reports as requested
- Maintains current mailing lists

Relationship Management

- Demonstrates behaviours, actions and attitudes that are consistent with BGCFS's vision, mission and values
- Ensures effective and professional communications with all internal/external contacts
- Develops and maintains collaborative relationships at all levels of the organization in order to build trust and confidence in the services provided
- Establishes positive relationships with key stakeholders, internal and external to the BGCFS such as other agency staff, community contacts, foster parents, volunteers, Ministry contacts, police, clients and families

Bruce Grey Child and Family Services Administrative Support Worker

- Shares information according to privacy and/or confidentiality guidelines
- Ensures appropriate communication with appropriate manager at appropriate time
- Respects ethnic, spiritual, linguistic, familial and cultural differences

Team Building

- Develops professional working relationships with team members
- Works respectfully, positively and collaboratively within a team environment sharing experiences and lessons learned
- Actively participates and engages in team and staff meetings, training sessions and other meetings/sessions as required
- Supports the team and works with team members to ensure department and/or agency needs are met including daily administrative and reception coverage requirements

Other Related Activities

- Provides basic technical support to the team/department for basic usage of computers, software and devices such as printers and completes user-level maintenance of office equipment
- Knows and adheres to all applicable BGCFS policies, procedures and relevant administrative practices
- Strives to meet or exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes
- Participates in mandatory learning/education to maintain and update skills and knowledge whenever deemed necessary
- Implements new procedures and controls deemed necessary by management
- Assists in the training and orientation of peers
- Works in compliance with the provisions of the Occupational Health and Safety Act of Ontario and the regulations
- Provides back up to the other Administrative Assistants and Reception
- Participates on internal and/or external committees as required
- Participates in special projects and performs other duties as required

Knowledge, Education, Experience, Skills and Attributes

Qualifications

- Grade 12 required; a diploma in Administrative or Business studies is preferred
- Minimum 1 year experience in a similar administrative positions, preferably in a child welfare or social service agency organization
- Solid knowledge of administrative functions and processes
- Basic knowledge of legislation governing, child welfare, including CFSA and its regulations and standards in order to perform related admin tasks
- A solid knowledge of relevant CAS/industry computer applications i.e. CPIN, Eforms, CWIS, Hire Performance, Share Point, KARE and Child Allowance Support Applications

Bruce Grey Child and Family Services Administrative Support Worker

General Skills and Attributes

- Solid ability to use MS Office applications (e.g., Word, Excel, Outlook, PowerPoint, Adobe, and/or Publisher)
- Solid ability to use mail merge functions
- Good written, oral communication and interpersonal skills providing constructive, meaningful and timely interaction with all levels of staff
- Ability to complete tasks with attention to detail in the presence of frequent interruptions
- Solid understanding and commitment to quality service and best practice
- Highly detail-oriented
- Accountable for own actions and decisions, making decisions within the scope of the position and referring issues/problems/events to the manager as required
- Flexible, adaptable and responsive to change
- Ability to maintain privacy and confidentiality
- Self-directed with an excellent ability to organize own workload, prioritize and multi-task
- Acts with integrity, trustworthiness, humility, transparency and compassion
- Good data entry skills
- Ability to work with and meet tight timelines
- Able to assess and escalate risk to Supervisor

Efforts and Working Conditions

- Work is primarily performed at a desk in a normal office environment
- Intermediate periods of sitting and computer/phone use
- The incumbent has the freedom to move about or change position at will
- Multi-tasks within a fast-paced, high-volume and demanding environment
- Frequent periods of review and analysis and proofing of documentation required
- Frequent interruptions
- Occasional travel to the two BGCFS sites or within the BGCFS region
- Occasional requirement to work evening and/or weekend hours
- Occasional lifting of boxes, portable equipment required

Anti-Oppression/Anti-Racism at BGCFS

BGCFS is committed to having a workforce that is reflective of the diversity of the community and strongly encourages application from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.

Accommodation at BGCFS

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in

Bruce Grey Child and Family Services Administrative Support Worker

advance by contacting the Human Resources Department at hr@bgcfs.ca . Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.

Disclaimer

The preceding position description has been designed to indicate the general nature, level and scope of the work performed by this position. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.