

JOB DESCRIPTION

POSITION:	Program Assistant
ACCOUNTABILITY:	Department Manager
CLASSIFICATION:	Full Time
DATE APPROVED:	January 20, 2021
DATE UPDATED:	April 21, 2021

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 department manager or designate, the Program Assistant is responsible for assisting the Family Well-Being Department in the development and delivery of ANCFSAO information and/or training sessions and resources to support member Agencies and their partners, as well to Children's Aid Societies and other external organizations. The Program Assistant will schedule, organize, and revise materials, program guides, best practice documents, briefing notes, courses on behalf of ANCFSAO, and assist in administrative supports related to the implementation of a range of prevention and training initiatives.

Primary Responsibilities

1. Schedule, coordinate, and prepare engagement, networking, collaboration and training sessions:
 - Edit program guides, best practices reports and documents to meet identified prevention, and admission prevention needs incorporating Anishinabek culture, values, traditions, and teachings into programming where applicable based on the edit notes.
 - Edit training curriculum to meet identified training needs incorporating Anishinabek culture, values, traditions, and teachings into programming where applicable based on the edit notes.
 - Compile and distribute applicable resources, presentations, participant manuals and participant packages.
 - Schedule applicable sessions using approved work plans.
 - Develop tracking systems for distributed/received inquiries and promote scheduled events/ programs.

- Coordinate facilitators, guest speakers, facilities/online platforms, food, accommodations, travel, resources, participants, and other requirements.
- Prepare attendance sheets, evaluation forms and electronic storage for templates.
- Develop promotional information related to events or agency initiatives, including a calendar of events and keep up to date.
- Edit, revise user agreements, service contracts and prepare for Managers' approval.
- Collaborate internally and with other agencies and providers for coordinating and scheduling events/activities/sessions.

Administration and Reporting

Complete administrative functions and reporting, adhering to Association policies, procedures, and relevant practices:

- Ensure confidentiality and safekeeping of all Association documents and records.
- Develop and maintain a detailed work plan of activities.
- Develop and maintain accurate, up-to-date, and concise work files.
- Prepare and deliver summary reports on activities.
- Prepare and submit weekly reports, attendance records and travel expense claims.
- 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.
- Minute taking on behalf of Manager for meeting(s)
- Other duties as required and assigned.

Qualifications

Preferred Education and Experience:

- Post-Secondary Education with a focus on office administration, information technology, or related field with experience.
- Demonstrated experience in developing forms, templates and computer skills to apply a variety of technical mechanisms into presentations (i.e.- video clips)
- Three (3) years experience in an administration role with prevention services, child welfare or Indigenous Well-being role would be considered an asset.
- Experience working with First Nation, Inuit and Métis peoples, organizations,

and communities with lived experience in culture and tradition as an Indigenous person in Canada.

Knowledge Requirements:

- Knowledge of Microsoft, word, virtual platforms, excel etc.
- Knowledge of the ANCFSAO Mission and Mandate.
- Awareness of ANCFSAO programs, services, and membership base.
- Thorough knowledge of Indigenous culture and values including awareness of the First Nation, Inuit and Métis Communities and Agencies we service.
- Working knowledge of information technology software programming and packages available

Skills and Abilities:

- Ability to type, take notes and develop templates.
- Comfortable using training delivery technology and media such as laptops, projectors, PowerPoint slides.
- Strong knowledge of technology.
- 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.
- 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 some travel within Ontario is required. Some travel outside of the province may also be required.

While performing the duties of this job, the Program Assistant will typically be in an office setting. The Program 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.

Program support positions 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 Assistant to high 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 the Director of Family Well-Being, Manager of Prevention, Manager of Training, and ANCFSAO staff.

External:

The Program Assistant will interact with Indigenous Child Well-Being Agencies and Children's Aid Societies, Ministry of Children, Community and Social Services (MCCSS), Ontario Association Children's Aid Societies, Indigenous Communities, prospective speakers, training consultants 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