



## CAREER OPPORTUNITY – SENIOR ADMINISTRATIVE ASSISTANT

**Job Posting: 2020-23**

**Full Time – 12 Month Contract**

*Guided by Catholic values and teachings, we serve children and youth within the Hamilton community by protecting their safety and well-being, strengthening their families and nurturing lifelong relationships.*

### **Qualifications:**

- Post-Secondary education in a Business/Business Administration Program and Communications (or equivalent).
- Minimum 3 years' experience in a senior administrative role.
- Excellent knowledge of administrative functions and processes.
- Solid written, oral communication and interpersonal skills providing constructive, meaningful and timely interaction with all levels of staff and the public.
- Solid ability to analyze information, problem-solve and make good decisions and choices of action, often with frequent interruptions, and in urgent situations.
- Highly detail-oriented.
- Flexible, adaptable and responsive to change.
- Ability to deal with highly sensitive and personal information in a confidential manner.
- Accountable for own actions and decisions, making decisions within the scope of the position and referring issues/problems/events to management as required.
- Self-directed with an excellent ability to organize, plan, prioritize and multi-task.
- Effective time management skills, conducting tasks in a timely manner, meeting deadlines and completing administrative tasks within specified deadlines.
- Ability to maintain effective communication and working relationships demonstrating strong interpersonal skills, tact, sensitivity and diplomacy.
- Excellent understanding and commitment to quality service and best practice.
- Administrative knowledge of the Child, Youth and Family Services Act and its regulations and standards.
- Demonstrates a commitment to, and work ethic in leadership and role models behaviours that demonstrates the Mission and Vision of the Catholic Children's Aid Society.
- Bilingual French/English is an asset.
- Respectful and compassionate demeanor.
- Knowledge and commitment to anti-oppressive/anti-racist philosophy.
- Computer literate with demonstrated proficiency in Microsoft office and proprietary child welfare systems and programs.
- Able to affirm and integrate in the delivery of services the Society values which reflect the Agency's Catholic faith, heritage, culture and traditions.
- Bondable with acceptable police clearance, and satisfactory provincial records search.
- Valid Ontario Driver's license and acceptable drivers abstract, if driving is a requirement of the position.

**Duties:**

- Provide required administrative and project work for the Director of Child Welfare Services, Service Directors, and Service Director of Diversity, Equity and Inclusivity.
- Maintains confidential files and prepares correspondence and reports as required by the Director of Child Welfare Services and Service Directors.
- Schedules, attends, records and distributes minutes/agendas as required (i.e. Child Abuse Review Team Meetings, Permanency Planning Committees, Child, Youth In Care Review Meetings, etc.)
- Liaise with clients for Internal Complaint Review Panel meetings as well as the Child and Family Services Review Board; document clients' concerns and maintains contact with them throughout the duration of the ICRP and CFSRB process.
- Assist the Director of Child Welfare Services in expediting documents and reports from within the agency that are necessary to ensure compliance with Ministry requirements.
- Provide general administrative support to Service Director of Diversity, Equity and Inclusivity.
- Maintains calendar/appointments for Director of Child Welfare Services, and the Service Directors, and arranges necessary documents for appointments, and if applicable registration and travel arrangements.
- Set up supervisions with all staff reporting to the Director of Child Welfare Services and the Service Directors.
- Receive, track and submit required documentation for the Child Abuse Register and required follow up.
- Track all client complaints status in Excel (i.e. Internal Panel, CFSRB, Pre-hearing).
- Perform monthly updates to the TAY database and Ministry spreadsheet, and quarterly close-outs.
- Provide back-up support for Serious Occurrence reporting.
- Provide back-up support for Executive Assistant.
- Screen and route all telephone, mail, e-mail or other communication (as needed) for the Director of Child Welfare Services, and Service Directors with a clear understanding of their concerns and priorities.
- Assists in preparing stakeholder presentations and meetings, including: bookings facilities, audio-visual equipment, supplies and materials, meals and refreshments.
- To provide administrative support for other key projects and initiatives.
- Provide back-up support for Senior Leadership Team, Executive Assistant and other senior administrative assistants, as required.
- Coordinates work with supervisor, and follows the direction of the supervisor after consultation when required.
- Completes mandatory training and participates in ongoing agency training.
- Demonstrates leadership and a commitment to the principles of anti-oppressive practices and anti-racism based on justice, fairness, equity, respect of the beliefs and traditions of others.
- Complies with agency Health and Safety policies and the Ontario Health and Safety Act, and regulations.
- Committed to the Society's mission and vision.
- Performs other duties as may be assigned.

**Reporting to:** Director, Child Welfare Services

**Employment Terms & Hours of Work:** 12 Month Contract - Full time (35 hrs/week)

**Position:** Non-union

**Starting Date:** As soon as possible

Apply in writing by submitting an updated resume to:

[hr@hamiltonccas.on.ca](mailto:hr@hamiltonccas.on.ca)

*We are an equal opportunity employer and are committed to building an inclusive process that respects the dignity and independence of people with disabilities.*

*If you require a disability related accommodation in order to participate in the recruitment process please inform Human Resources.*