



Halton Children's Aid Society JOB POSTING # 33-16

TEAM ASSISTANT

POSITION TYPE:	One (1) Temporary, Full Time Position (For a period of up to one year)
EMPLOYEE GROUP:	CUPE Local 2501 Band 3
DEPARTMENT:	Administrative Services
REPORTS TO:	Supervisor, Human Resources
POSTING DATE:	November 29, 2016
POSTING DEADLINE:	Applications should be directed to hr@haltoncas.ca by December 6, 2016 at 4:30 p.m.

Main duties and responsibilities include, but are not limited to:

Provides administrative support to families and children:

- Answers incoming calls and responds in a timely manner.
- Assesses the urgency of crisis situations, when staff are not available, and seeks an interim response.
- Ensures files are organized, maintained, vetted, scanned, uploaded to CPIN and re-filed.
- Works in cooperation with staff to ensure client's needs are met.
- Upholds client confidentiality; and demonstrates superior customer service skills, tact and diplomacy.

Provides administrative support for Society Staff, Programs and Services:

- Participates in team meetings, staff meetings and on Society working groups.
- Demonstrates flexibility in providing administrative support for Society programs, services and Community Child Protection and Permanency Service Worker teams.
- Responsible for taking minutes and updating rosters; creating, formatting and proofing required correspondence and documents for assigned team(s).
- Maintains team(s) calendars (vacation and training) and schedules, coordinates and cancels appointments as required, reserves meetings rooms and assists with meeting preparation and clean-up.
- Tracking gift card requests and ensuring all receipts are submitted to finance.
- Inputs required data into CPIN and the volunteer drives system in accordance with Ministry directives/standards and Society policies and procedures.
- Opens files, ensures appropriate file management and prepares files for annual audits.
- Retrieves files as necessary; and assists with file disclosures for Society teams.
- Assists with the organization and coordination of training, conferences and appreciation events.
- Provides queue triage for incoming phone calls.

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- Gathers information and conducts minor research as requested by the Supervisor.
- Performs record checks for daycares, adoption practitioners, kinship placements and other CAS's.
- Delivers and processes internal/external mail.
- Maintains and prepares standardized forms, client packages, after hours kits and agency lists.
- Utilizes general office equipment such as the photocopier, fax machine and scanner.

Provides Society coverage duties in the following areas:

- Provides coverage for other administrative support staff as required; including switchboard/reception coverage at both Burlington and Milton offices.
- Performs other duties as assigned which are directly related to the major responsibilities of the position.
- Works in accordance with the provisions of applicable Health and Safety legislation and all Halton Children's Aid Society policies and procedures related to Occupational Health and Safety.

Knowledge, Education, Experience, Skills and Attributes

Qualifications

- Secondary School Diploma
- Demonstrated experience completing clerical and data processing functions.
- Proven computer skills in Microsoft Office programs, including Outlook, Word, Excel and PowerPoint.

General Skills and Attributes

- Strong administrative and problem solving skills.
- Demonstrates flexibility to meet the needs of clients and staff.
- Knowledge of the child welfare sector, standards and practices are considered an asset.
- Professional, approachable and customer-service orientated.
- Highly effective communication and interpersonal skills.
- Demonstrates exceptional organizational, multi-tasking and prioritizing skills.
- Works co-operatively and effectively in a team environment.
- Ability to prioritize workload within competing demands and deadlines.
- Strong attention to detail.
- Valid Ontario Drivers License and a vehicle available for work purposes.
- Actively upholds the principles identified in the Society's Code of Conduct.
- Passion and commitment to an inclusive workplace; respecting and valuing the diversity of every individual.

The Halton Children's Aid Society is an equal opportunity employer.

While we thank candidates for their application and interest in HCAS, only candidates selected for an interview will receive formal acknowledgement.

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

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Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 905-635-0575. Human Resources will work with the applicant and the interview committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.