



Administrative Assistant - Intake 12 Month Contract

Jewish Family & Child is a multi-service, client-centered agency, and a Children's Aid Society supporting the healthy development of individuals, children, and families; we are seeking an **Administrative Assistant - Intake** to join our team.

IN THIS ROLE YOU WILL...

- ❖ Ensure case files (physical and electronic) are opened in a timely manner in the respective case management systems.
- ❖ Answer incoming phone calls and route them to the appropriate worker.
- ❖ Coordinate and maintain the Agency's case file archives. This includes tracking, bar coding, scanning and logging files sent to the Agency's digital archiving depositories.
- ❖ Monitor queue of incoming Child Welfare allegations in Matrix and ensure that incoming Child Welfare allegations are promptly transferred to CPIN and to the Child Welfare Manager on duty.
- ❖ Conduct searches in both Matrix and CPIN case management system and the archived systems as required, document and report search findings.
- ❖ Attend and/or coordinate meetings, prepare agendas and record meeting minutes as assigned.
- ❖ Participate in Reception and respond to telephone, e-mail, and in-person inquiries from clients, business partners, and other parties.
- ❖ Perform other duties as assigned.

QUALIFICATIONS:

- ❖ Post-Secondary Degree/Diploma in Office Administration or a related field.
- ❖ 2 years related experience in a fast paced office setting., non-profit experience will be considered an asset.
- ❖ Knowledge and experience in complex database systems and programs.
- ❖ Knowledge and experience of case management systems and/or CMS systems.
- ❖ High Proficiency in Microsoft Office Package (Word, Excel, Outlook and PowerPoint)
- ❖ Knowledge of office equipment such as scanners, photocopiers, fax, etc.
- ❖ Excellent verbal skills to liaise with a number of contacts including potentially hostile clients and referring agents

If you are interested in applying for this position, please submit your cover letter and résumé to resumes@jfandcs.com

In the subject line of your email, please reference **Administrative Assistant - Intake**. This position will remain active until it is filled.

JF&CS offers a competitive compensation and benefits package including dental, vision, and health coverage, a Healthcare Spending Account and a defined benefit pension plan.

JF&CS offers a generous number of vacation and sick days and are closed on most Jewish and all Statutory Holidays.

JF&CS is conveniently located at 4600 Bathurst Street in Toronto. On the premises you will find free parking, a daycare centre and a gym (with subsidized membership).

Jewish Family & Child is committed to the principle of equal opportunity employment. Accommodations during all phases of the hire process will be made wherever possible. Please advise us if any accommodations are required.

We thank all applicants for their interest; however, only those considered for an interview will be contacted. To learn more about Jewish Family & Child, please visit: www.jfandcs.com | www.facebook.com/jfandcs