



# Native Child and Family Services of Toronto

Native Child and Family Services of Toronto is an Aboriginal, community controlled multi-service agency. Our mission is to provide support, ensure safety and enhance the quality of life for Aboriginal families, children, and youth within the greater Toronto area. Our agency works within a holistic framework, which builds on individual and family strengths, and engages clients as partners in identifying issues and their solutions.

## Administrative/ Program Support Worker

Classification:	Contract Full-Time (13 Months with benefits)	Hours:	35 Hours/ Week
		Rate:	\$21.98 – \$31.54
		Location:	30 College St

**NCFST is committed to staffing a workforce representative of the Aboriginal population we serve. We encourage First Nation, Metis and Inuit applicants to apply and please self-identify in their cover letter.**

### Position Summary

Under the direction of the Supervisor Family Supports, the Team Assistant and Program Support Worker will:

- Provide secretarial and administrative support services to various unit staff within the agency.
- Screen, assess urgency, and respond to general telephone inquiries; ensuring messages/records/information is disseminated appropriately.
- Type from written or dictated information a variety of material such as memos, letters, clinical reports, schedules, appointment lists, legal documents, recordings and minutes.
- Completes various forms as required with or without community members.
- Provide program support for groups and drop-in.
- Connect with external agency partners and assist with organizing case conferences.
- Provide support with meal preparation for groups, meetings and events.
- Coordinate with internal and external resources to support event planning, cultural ceremonies and special events.
- Coordinate and schedule appointments, and events.
- Assist with completing reports, financial reports and data tracking for funders
- Maintain and update filing system including confidential data and records.
- Maintain office supplies for team members. Photocopy material as required.
- Provide Support for Supervised Access Program, supervising Access Visits, written documentation
- Provide Support for the Aboriginal EarlyON
- Performs all other duties as required.

### What we are looking for

- Post-secondary education in the area of office management, business administration or a related field.
- 1-3 years related work experience.
- Alternatively, an equivalent combination of education and experience will be considered.
- Pass a Vulnerable Sector Police Reference Check.
- Interest in working with families and children and the Aboriginal Community.
- Knowledge of general office and secretarial practices, event planning.
- Knowledge of community resources.
- Knowledge of safe food handling.
- Knowledge of computer software used by the Agency.
- Understanding of the unique dynamics that exist within the First Nation, Inuit and Metis Cultures.
- Computer skills to operate word processing equipment and utilize database software to enter information and generate spreadsheets.
- Organizational skills to address priorities and meet deadlines.
- Communication skills and telephone manner to respond to inquiries.
- Demonstrated understanding, and commitment to, integrating the Native Child and Family Services of Toronto Mission and values in to practice, service and relationships.
- Demonstrated understanding of workplace Health and Safety practices and understanding of an employee's responsibility under current legislation.
- Ability to work effectively with all levels of staff, to maintain effective communication and working relationships, demonstrating strong interpersonal skills, tact, sensitivity and build strong internal relationships.

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If you are interested in this job opportunity, please apply by email on or before **September 19, 2019** [hmcfst@nativechild.org](mailto:hmcfst@nativechild.org) quoting reference number **#19-09-04**

We are committed to providing a barrier-free work environment in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, NCFST will make accommodations available to applicants with disabilities upon request during the recruitment process.

We thank you for your interest, however, only those applicants selected for an interview will be contacted.

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