



OPPORTUNITY

(External - Union)

DATE OF POSTING:	April 28, 2025
POSITION:	Program Assistant
TERMS OF EMPLOYMENT:	Full-time Contract (up to 6 months), Unionized
POSTING NUMBER:	2025 - 18
START DATE:	ASAP
HOME LOCATION:	Brantford (travel within the agency's jurisdiction may be required)

EDUCATION AND EXPERIENCE REQUIRED:

- Grade 12 plus 1-2 years Community College Diploma in Office Administration/Business
- Administrative experience is an asset

RESPONSIBLE TO: Supervisor of Administration

Position Summary:

Under the supervision of the Supervisor of Administration, the Program Assistant provides reception, clerical and administrative support services to agency teams and programs.

MAJOR RESPONSIBILITIES

As a Member of the Program Assistant Team

- Perform reception duties including being the first point of contact for phone calls, utilising an electronic telephone switchboard, and cancelling appointments for workers as required
- Initial response to people coming into office building, ascertain their requirements and either direct to appropriate person/place, take message and forward to appropriate person or problem solve with clients where appropriate
- Coordinate client records, maintain digital and paper files and preparation of correspondence
- Keyboarding of correspondence, reports and other written material, as required
- Track and maintain agency filing system as it pertains to team requirements including scanning, file retrieving, file organization and storage
- Maintain departmental Policy and Procedure manuals
- Prepare and deliver mailings, photocopying, scanning, faxing and uploading as required
- Provide coverage for Program Assistant team members according to agency guidelines
- Ensure files are fulsome, accurate and organized in accordance to agency standards
- Respond to unique team requirements as required
- Assist with entering referrals for the team as required
- Support a healthy and safe work environment at all times including ensuring team panic buttons are functioning at all times
- Provide administrative support for client programs and services including ad hoc committees and community tables, as assigned
- Complete other client/program services and administrative functions as assigned by the Child Welfare Managers.
- Other duties as assigned

KNOWLEDGE AND SKILLS REQUIRED

- Keyboarding skill of not less than 60 wpm
- Demonstrate high degree of organizational skills.
- Sound analytical skills and problem-solving skills
- Demonstrated competency in the application of agency software and proficiency in computer software i.e. Word, Excel as well as proficiency in operating computer equipment
- Knowledge of CWIS, E-forms and FYI software
- Ability to effectively use standard office equipment including scanners, fax, electronic telephone switchboards

- Ability to effectively carry out direction received verbally and in written format
- Excellent communication skills (both written and verbally)
- Ability to function independently, prioritize and organize work activities to meet assigned responsibilities and maintain consistent even flow of work
- Ability to present a professional image to the public and demonstrate tact and diplomacy when dealing with the public, staff, and collateral agencies
- Ability to work as part of a team
- Demonstrate confidentiality
- Demonstrated personal integrity and responsibility
- Ability to take and transcribe minutes
- Knowledge of Ministry standards for recording timelines
- Committed to AOP values of justice, equity, respect of the beliefs and traditions of others
- Knowledge of anti-black racism
- Knowledge of the impact of residential schools and colonization
- Committed to community-based philosophy
- Understanding of Indigenous practices and impact of colonization
- Committed to including the voice of children/youth and families as part of our service planning and delivery

ANNUAL SALARY RANGE In accordance with the Collective Agreement -
Program Assistant Salary Grid \$28.82 – \$31.70

As a condition of hire, selected candidates will be required to provide:

- Consent for Police - Criminal Record Check and Judicial Matters Check- Results must be satisfactory to the employer
- Consent for Child Welfare check- Results must be satisfactory to the employer
- Must have a valid Ontario “G” class driver’s license and reliable vehicle.

Child and Family Services of Grand Erie is committed to working from an Anti-Oppressive and Equity practice and is dedicated to building a workforce that reflects the diversity of the community in which we live and serve.

If you don’t see yourself fully represented in each requirement of the job description, we still encourage you to apply. Research has shown individuals from underrepresented groups may only apply when they feel 100% qualified. We are committed to creating a more equitable, inclusive, and diverse organization and we strongly encourage all applicants with diverse identities and lived experiences to apply and to please self-identify in their cover letter.

We are committed to creating an accessible environment for all. Please let us know if you have any accommodation needs.

We thank all applicants; however, only those considered for interviews will be contacted.

Strong preference will be given to applicants from equity deserving groups including but not limited to: First Nations, Metis or Inuit, South Asian, African Canadian, 2SLGBTQ+ populations.

APPLICATION PROCESS: Please submit resume and cover letter electronically at:

Email: employment@cfsge.ca

CLOSING DATE: **May 5, 2025 @ 4:30 pm**