



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/ Ode'I Min Clinic Support Worker

Classification: Regular Full-Time

Hours: 35 Hours/ Week

Rate: \$41,209 – \$59,146

Location: 30 College St

NCFST is committed to staffing a workforce representative of the Indigenous 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 Administrative/ Ode'I Min Clinic 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. Including triaging and register incoming referrals.
- Type from written or dictated information a variety of material such as memos, letters, clinical reports, schedules, appointment lists, legal documents, recordings, and minutes.
- Complete 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.
- Provide Support for Supervised Access Program, including supervising Access Visits and completing written documentation.
- Respond to patient and physician emails.
- Manage and maintain physician schedule.
- Coordinate appointments with other departments and clinics.
- Coordinate activities with external sites involved in the physician practice.
- Transcribe letters and medical notes.
- Maintain electronic records, filing and chart organization.
- Manage all patient bookings; inquiries and scheduling appropriate tests.
- Prepare the space for medical appointments.
- Support patient care and staff through excellent customer service.
- Perform scheduling activities for outpatient clinics.
- Perform educational support duties as required.
- 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
 - Interest in working with 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 clicking [APPLY HERE](#) on or before **January 26, 2022**

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.

30 College Street, Toronto, Ontario M5G 1K2

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