

THE CHILDREN'S AID SOCIETY OF OTTAWA  
LA SOCIÉTÉ DE L'AIDE À L'ENFANCE D'OTTAWA

**CENTRALIZED SERVICES**

**Administrative Assistant - English position**

**(2) Temporary Full Time Opportunities - 6 Month contracts**

**The Position:**

The Administrative Assistant reports to the Supervisor of Centralized Services-2. As an administrative expert, the Administrative Assistant has a valuable role in supporting the administrative needs of the agency, both in providing service to staff, clients, resource families, volunteers, and community partners, as well as tracking and managing information in various information management systems.

- Provide administrative support to specific programs or staff groups within the Society as required.
- Provide support for all methods of communication as required (telephone, email, fax, alerts, third party reports, etc.).
- Enter and maintain information in various information management systems (eg. client records, agency databases) as required.
- Prepare letters, reports, memoranda, minutes, forms and schedules as assigned.
- Assist staff with typing forms, correspondence materials, legal documentation and other, using word processing programs within required timelines.
- Maintain tracking systems as required, utilizing a “bring forward system” when necessary. Contribute to the development and updating of the AA desk manual and/or other manuals as requested.
- Coordinate and attend meetings and other activities as required. Assist in preparing for meetings, presentations by organizing and gathering the necessary documentation and supplies. Take, complete and distribute minutes/notes as requested.

- Create, print and distribute statistical reports as requested. Order and maintain office supplies/forms and other equipment as requested.
- Complete travel and transportation arrangements as required.
- Performs other related duties and provides coverage for other administrative/clerical staff in the Society as required by the supervisor.
- Familiarize staff, students & volunteers with various systems and administrative processes.
- The Administrative Assistant works collaboratively with an assigned group of clinical teams or program area, and with other Administrative Assistants in the agency.
- The Administrative Assistant keeps their supervisor informed of issues and concerns which may impact on safe and effective service delivery (internal and external).
- The Administrative Assistant establishes and maintains good professional working relationships with staff, clients, resource families, volunteers, and community partners.

**Qualifications:**

- High school diploma or equivalent; College diploma is considered an asset.
- 2 years of experience in an administrative position with progressive responsibility is required.
- Experience in Child Welfare or a related service area is considered an asset.
- Excellent knowledge of office procedures and familiarity with management of office systems.
- Demonstrated knowledge and skills in word processing and computer applications such as Microsoft Office Suite and CPIN.
- Excellent communication skills (both verbally and in writing) with client, staff and community professionals.
- Good judgment, strong interpersonal, organizational and time management skills.
- Demonstrated ability to prioritize, multitask and take initiative.
- Attentive to details and accuracy in clerical skills, including typing and filing.
- Demonstrates a high level of customer service skills.
- Must be flexible to work on site and remotely as required.
- Demonstrated understanding and knowledge of dealing with sensitive and confidential information.

- Demonstrated knowledge and understanding of the culture, history and current oppressions experienced by people related to gender identity, gender expression and sexual orientation faced within the 2SLGBTQIA+ communities.
- Demonstrated knowledge and understanding of the culture, history and current oppressions experienced by Indigenous peoples and racialized communities.
- Applies anti-racist, anti-ableist, anti-colonialism, anti-heterosexism and anti-cissexism lenses to social problems.

CASO is committed to a candidate selection process and work environment that is inclusive and barrier free. In order to ensure candidates are assessed in a fair and equitable manner, accommodations will be provided to prospective employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.