



Administrative Assistant- Indigenous Services

As part of our commitment to Truth and Reconciliation, Family & Children's Services of the Waterloo Region has established a dedicated team of staff members, both Indigenous and Non-Indigenous, to work with Indigenous families in a respectful, holistic way. Our Agency is committed to hiring people representative of the population we serve and ask First Nation, Inuit, and Metis applicants to apply and self-identify in their cover letter.

The Agency currently has a full time Administrative Assistant- Indigenous Services position available on the Two Row Understanding Service Team. This position will provide general administrative support services for the team.

Major Position Responsibilities:

- Coordinates and tracks community finding services including Indigenous Service Canada initial inquiries and community finding form referrals.
- Supports the implementation of agency wide roll out regarding Truth and Reconciliation, Calls to Justice, Safe with Interventions, Federal legislation.
- Works with Research and Innovation department to maintain statistics and responses to First Nations
- Support Status Card and Citizenship and Inuit Beneficiary applications
- Provides administrative support for the Memorandum of Understanding regarding transfer of service and new worker Authorization Training.
- Truth and Reconciliation Court support, including scheduling, arranging focus groups and training, ODR/IADR referral process, tracking progress on court cases, and creating templates.
- Schedules Elders/Healers and processes honorarium payments
- Uses Outlook, Word, Excel, PowerPoint, and Publisher to produce materials for internal and external meetings.
- Schedules and prepares for meetings include providing refreshments, booking rooms, setting up projector or video conferencing.
- Takes notes and distributes meeting notes, agendas, and meeting packages.
- Maintains physical and electronic filing systems for various reports.
- Administers correspondence, manages incoming calls, and prioritizes phone messages, emails, and mail. Handles all calls and visitors in a professional manner.

Qualifications:

- Community College Diploma
- Minimum two years of progressively responsible experience in an administrative support role
- Demonstrated written and oral communication skills.
- Excellent organizational skills
- Advanced skills in computer applications including Word, Advanced Excel, and PowerPoint.
- Demonstrated skills in multiple project coordination.
- Ability to work collaboratively in a team environment.
- Displays excellent communication skills including presentation, persuasion, and negotiation skills required in working with guests, vendors, and coworkers and including the ability to communicate effectively and remain calm and courteous under pressure.
- Displays engaging interpersonal skills including the ability to think and act strategically, provide sound judgement, and provide a positive and energetic attitude.

Salary Range:

\$50,458.85 - \$63,037.36 per annum

Management & Excluded Grade 8

Application Process

Interested internal applicants are invited to submit a resume to internal.resume@facswaterloo.org, no later than 4:00pm on January 24, 2023, quoting posting #001-2023.

Interested external applicants are invited to submit a resume to resume@facswaterloo.org, no later than 4:00 pm on January 24, 2023, quoting posting #001-2023.

Accommodation at Family & Children's Services of the Waterloo Region

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 519-576-1329. Human Resources will work with the applicant and the interview committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.