



OPPORTUNITY

(External – Non-union)

DATE OF POSTING:	March 7, 2023 @ 4:30 pm
POSITION:	Supervisor of Administrative Services
TERMS OF EMPLOYMENT:	Full-time Contract up to May 31, 2024, non - union
POSTING NUMBER:	2023 - 04
START DATE:	To be determined
HOME LOCATION:	Townsend (frequent travel to Brantford offices is required)

EDUCATION AND EXPERIENCE REQUIRED:

- Bachelor of Arts, and/or post-secondary diploma with concentration in business administration
- Human Resources Certificate or Diploma an asset
- Candidates with other academic qualifications and related experience (including demonstrated ability) may be considered
- Minimum of five years progressive administrative experience.
- 3 years' experience in managing direct reports with a proven ability to effectively manage performance and facilitate change
- Experience in developing relationships among colleagues and communicating effectively

RESPONSIBLE TO: Director of Human Resources

Position Summary:

Under the direction of the Director of Human Resources, the Supervisor of Administrative Services is responsible for supervising program administrative staff and assisting in the coordination of service administrative processes. Additionally, the Supervisor of Administrative Services will provide project and day-to-day HR task support as a member of the HR team.

MAJOR RESPONSIBILITIES

As the supervisor of Program Assistants, the Supervisor of Administrative Services will:

- Coordinate work processes and workflows amongst the Program Assistant team to ensure all service teams have sufficient supports to maintain administrative standards within existing resources.
- Collaborate with Child Protection Managers to understand administrative service needs and allocate resources.
- Coach, mentor and facilitate training and development of the Program Assistant team to support through ongoing changes and continuous improvement on an individual and team basis.
- Evaluate the performance of Program Assistant staff using performance management best practices including routine supervision, goal setting, annual performance evaluations and performance improvement plans
- Coordinate the coverage schedule for reception at required CFSGE locations

As a member of the Human Resources Team:

- Support the implementation and ongoing development of the HRIS/Payroll, benefits and employee records systems including data entry, filing and document creation.
- Collaborate with the HR team in the development of HR policy and procedure
- Support recruitment, onboarding and orientation of new hires, as assigned
- Support training administration including enrolment and tracking, as assigned

As a member of the CFSGE management team:

- Participate in all management meetings, correspondence and feedback loops
- Participate in projects and committees, as assigned
- Effectively contribute to the organization's strategic vision, mission and values including the integration and advancement of equity, diversity and inclusion best practices
- Work in compliance with the provisions of the Occupational Health and Safety Act and regulations there under.
- Other duties as assigned

KNOWLEDGE AND SKILLS REQUIRED

- Proven leadership and coaching skills
- Excellent oral and written communication skills.
- Effective time management skills with demonstrated ability to plan, organize and prioritize a varied workload in a fast-paced environment, including managing several tasks simultaneously.
- Excellent PC-based computer skills with proficiency in the use of Laserfiche, Databases, and Microsoft Office applications such as Teams, Word, PowerPoint, Outlook, Excel, and other computer software programs as applicable.
- Ability to carry out oral and written direction with minimum supervision, ability to function independently and organize work activities to meet assigned responsibilities and established deadlines.
- Excellent interpersonal skills with ability to maintain good working relationships with other employees and the public.
- Ability to work independently and as part of a multi-disciplinary team
- Demonstrated professional writing skills
- Demonstrated personal integrity and initiative and ability to maintain confidentiality of matters of importance managed by the Human Resources team
- Proven problem-solving abilities
- Adaptability
- Teamwork
- Thorough knowledge of agency administrative and Human Resources policies and procedures.
- Demonstrated professionalism
- Demonstrated working knowledge of effective office systems
- Knowledge of anti-Black racism
- Knowledge of the impact of Residential Schools and the 60s Scoop on Indigenous people
- Understanding of Indigenous culture and practices
- Knowledge of Child Welfare practices and legislation, particularly related to administrative requirements

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

- Consent for Police - Vulnerable Records 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.

APPLICATION:

Applications in writing, with resume will be accepted electronically at:

Email: employment@cfsge.ca

CLOSING DATE:

March 21, 2023 @ 4:30 pm