



The Children's Aid Society  
La Société d'aide à l'enfance  
Sudbury & Manitoulin

**JOB POSTING**  
BARGAINING UNIT VACANCY

Classification	Dept/Division/Location	Perm/Temp	FTE
Bilingual Team Assistant	Service	Temp. Full-Time (12 months)	1

Salary Range: \$50,948 - \$62,623 annually

**JOB FUNCTION**

The Team Assistant provides a wide range of administrative support to agency teams. The incumbent facilitates the administrative functioning of the team and assists all members of the team with various administrative tasks. Functions include creating, maintaining, and closing case files; scanning file material; directing telephone inquiries; scheduling meetings and case conferences; creating and formatting correspondence; taking minutes; photocopying; and filing. The Team Assistant is professional and courteous and provides a valuable service that supports the efficient functioning of the team and the work of the agency.

**QUALIFICATIONS**

**EDUCATION**

- Administrative Assistant college diploma or equivalent with relevant experience

**WORK EXPERIENCE**

- Two years of related experience

**DUTIES AND RESPONSIBILITIES:**

1. Provide administrative support to agency teams.
  - Answer phones, take messages and transfer calls.
  - Prepare, receive, edit, and distribute correspondence.
  - Scan all forms of documentation.
  - Transcribe audio/video recordings.
  - Maintain case information/records.
  - Maintain adequate office supplies.

- Schedule/cancel appointments.
  - Manage emails/calendars.
  - Perform record checks as required.
  - Support team members with administrative tasks.
2. Maintain data integrity in agency files and on agency software systems.
  3. Ensure that case files are well maintained, and that case file information is uploaded to the electronic case file in a timely manner.
  4. Make requests for birth information, passport information, etc. (where applicable)
  5. Take minutes at meetings and case conferences. Prepare meeting rooms where required.
  6. Provide coverage to other administrative positions as requested.
  7. Perform other related duties as required.

## REQUIREMENTS

- Knowledge of the Child and Family Services Act, other relevant legislation, regulations, Ministry standards, and agency policies and procedures.
- Ability and willingness to work from the Agency's primary office location as required, based on operational needs.
- Demonstrated advanced communication skills in English and French, both verbally and written, with the ability to develop concise reports.
- Good understanding of the agency's values, service philosophy and objectives.
- Demonstrated understanding of, and commitment to, integrating the principles of equity, justice, non-discrimination and accessibility into practice, service delivery and team relationships.
- Demonstrated interpersonal and collaboration skills to liaise effectively with colleagues, community professionals, and the public.
- Ability to maintain confidentiality of agency and client information.
- Demonstrated verbal and written communication skills in English is required.
- Demonstrated verbal and written communication skills in French is required.
- Proficiency in using various computer programs and agency software systems.
- Ability to key and register data quickly and accurately.
- Ability to pay meticulous attention to detail and the accuracy of information.
- Demonstrated ability to work effectively both independently and within a team.
- Demonstrated problem solving, planning, and priority-setting skills.
- Demonstrated conflict resolution skills.
- Demonstrated ability to manage records.
- Adept at using Microsoft tools efficiently.
- Ability to create and maintain agency processes and systems.
- Working flexible hours and overtime is required, including evenings and weekends.

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Interested applicants must submit an updated resume directly to:

Human Resources  
hr.recruitment@casdsm.on.ca