



FAMILY &
CHILDREN'S SERVICES
OF THE WATERLOO REGION

Help Today for a Better Tomorrow

Unit Administrative Assistant

Family & Children's Services of the Waterloo Region is a community organization legally mandated to respond to and work together with families, their supports, and our communities to protect and care for children who have been abused or neglected, or who are at risk of being abused or neglected.

Our Agency is fully committed to creating a diverse, inclusive, equitable and accessible workplace that supports employees to be authentic and fully engage in shaping a healthy workplace and community where children, youth and families thrive.

Why work for us?

Flexible working model
Flexible work schedules
Employer paid group insurance health & dental benefits
Employee and Family Assistance Plan
Generous vacation policy
Two float days per calendar year
OMERS Pension, with employer and employee sharing premiums equally
Competitive mileage reimbursement

To continue to support the work that we do, the Agency is looking for a full-time Unit Administrative Assistant to join our team to fill an existing vacancy.

The Unit Administrative Assistant provides administrative support to Agency staff and teams. Key responsibilities include managing documentation and filing systems, data entry and reporting, scheduling meetings, minute-taking, and responding to inquiries from clients, staff, and the public. This role also provides back-up coverage for switchboard and family reception as needed.

Knowledge, Skills, and Qualifications:

- College diploma preferred, secondary school diploma combined with relevant experience
- Experience performing administrative and/or reception functions
- Proficiency in Microsoft Office Suite programs
- Excellent interpersonal and communication skills, with strong organizational abilities
- Ability to work closely within a team is essential
- Displays excellent communication skills and professionalism when encountering or working with guests, vendors, and co-workers, combined with the ability to remain calm and courteous under pressure

Employment at Family & Children's Services of the Waterloo Region is conditional upon the verification of credentials and employment, a satisfactory police check, and a satisfactory Child Welfare check.

Salary Range: \$50,386.23 - \$60,890.10 per annum (Office & Clerical, Grade 5)

Hours of Work: 34 hours per week

Article 15 applies to internal applicants.

Application Process:

Interested internal applicants are invited to submit a resume to internal.resume@facswaterloo.org, no later than 4:00pm on December 12, 2025, quoting posting #027-2025.

Interested external applicants are invited to submit a resume to resume@facswaterloo.org, no later than 4:00 pm on December 12, 2025, quoting posting #027-2025.

Diversity, Equity, and Inclusion:

Family & Children's Services is committed to a diverse, inclusive, equitable and accessible workplace. We encourage applications from Indigenous and Racialized people, women, 2SLGBTQIA+ people, and people with disabilities to ensure we get the best, most creative talent on our team. If you feel comfortable making it known, you may choose to self-identify as member of a designated group. Any information directly related to you is kept confidential and used in a safe manner to inform our recruitment process towards being an equal opportunity employer.

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.