

	JOB DESCRIPTION	
	Position Title: Program: Service: Accountable to:	ADMINISTRATIVE ASSISTANT Child Welfare Child Welfare Administration Child Welfare Administration Manager
Issued By: Date Issued:		Date Revised: February, 2015 Classification:

PURPOSE AND SUMMARY

Under the direction of a Child Welfare Manager, the Administrative Assistant participates in organizing the program by ensuring that daily duties are maintained and completed in a timely manner and client files are kept accurate and current.

The Administrative Assistant is responsible for performing administrative, secretarial and clerical duties for the program: creating court documents; letter typing; minute taking; filing of reports, progress notes, and discharge summaries; conducting or assisting with file audits; ensuring forms are available; preparing purchase orders; coordinating the travel/accommodation of staff/clients and the use of Agency vehicles within program; and tracks attendance of unit staff and their whereabouts during the day.

DUTIES AND RESPONSIBILITIES

I. Service Responsibilities

Under the direction of the Child Welfare Manager the Administrative Assistant is responsible for:

- a. providing record keeping of the Intake or Family Service client files in accordance with legislation and Dilico mandate, policies and procedures;
- b. accessing client files on an as needed basis and ensuring the security and confidentiality of client files and information;
- c. providing accurate, efficient and timely services for program staff in regards to all activities concerning court; these activities include the following: creating, formatting and finalizing all court applications; working closely with staff and legal supports; having knowledge of the

Job Description – ADMINISTRATIVE ASSISTANT

- Family Law Rules and the ability to work within these rules; ability to serve Summons to Witness as well as file other documents at the Ontario Court of Justice; working under pressure;
- d. providing accurate and efficient typing services for program staff such as transfers, assessments, serious occurrence reports, consultant reports, summaries, letters, reports, plans of care, etc. as set out in Dilico policies and procedures;
 - e. preparing statistical reports to assist Managers and workers in managing caseloads and ensuring all information is entered before stat deadlines so that an accurate count can be reported in keeping with the standards and procedures of Dilico;
 - f. conducting periodic audits of the program client files and submitting audits to the Manager as may be requested;
 - g. maintaining a file of applicable agency forms for use within the unit; preparing, revising and/or designing the master copies of forms utilized by the program staff as directed by the Manager;
 - h. performing secretarial and clerical duties such as typing, dicta-typing, minute taking, filing, photocopying, faxing, and taking messages;
 - i. assisting in the management and paperwork of the program as directed by the Manager;
 - j. recording daily attendance of the Intake Service or Family Service staff by using the appropriate legend codes and verifying same with the Manager; at month end, sending the completed monthly attendance to the Personnel Clerk;
 - k. acting as a resource for the Intake Service or Family Service staff by having a good knowledge of the Intake & Family Services;
 - l. preparing files for the program from opening, closing and sending to archives, using proper labeling, and colour coded file folders as may be required;
 - m. recording the minutes of program meetings or any other meetings as may be requested by the Manager and distributing and filing as requested;
 - n. composing and typing routine and the occasional non-routine correspondence for the program;
 - o. photocopying and/or preparing documents for program meetings;
 - p. assisting in the preparation and record keeping of purchase orders;
 - q. arranging for accommodation and/or land/air transportation for staff within the program as may be required for business and/or training requirements;
 - r. arranging for accommodation and/or land/air transportation for children who may be required to travel out of the city for medical services, etc.;

Job Description – ADMINISTRATIVE ASSISTANT

- s. booking the interview room and conference room for program staff as may be requested;
- t. assisting with any reviews as may be requested;
- u. providing general, non-confidential information and assistance to student placements within the program, clients accessing services and/or alternative care parents, as may be requested;
- v. completing filing duties as required;
- w. answering inquiries and telephone calls on behalf of program staff and processing as required.

2. Organizational Responsibilities

As a representative of Dilico, the Employee is responsible for:

- a. reflecting and interpreting the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;
- b. acting in accordance with relevant legislation and Agency Policies, Standards and Procedures;
- c. proposing changes within Dilico that would improve the quality of service to Anishinabek children, families and communities;
- d. developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;
- e. understanding his/her role and responsibility in maintaining a safe workplace and reducing workplace injuries;
- f. applying Anishinabek culture, values, traditions and teachings into programming where possible;
- g. ensuring accuracy, confidentiality and safekeeping of agency records;
- h. participating constructively in the supervision process with the immediate Manager.

QUALIFICATIONS

I. Education

A minimum one-year Office Administration - General Certificate is required.
A two-year Office Administration Diploma is preferred.

2. Work Experience

- a. a minimum two years experience with Anishinabek children, youth, individuals and families;
- b. two or more years experience in secretarial and/or reception duties, preferably in a Child Welfare setting.

3. Skills/Abilities

- a. competence in typing, dicta-typing and word-processing skills (Microsoft Word) and filing;
- b. proficiency in transcribing dictation or typing of handwritten work;
- c. experience in Penlieu Data System and Lotus Notes an asset;
- d. excellent spelling, punctuation and general grammar;
- e. ability to collaborate with other persons and facilitate planning and action;
- f. ability to work as an integral member of a team and work with little or no supervision as may be required;
- g. ability to follow direction and work effectively under pressure;
- h. good planning, organization, problem-solving, decision-making and liaison skills;
- i. good interpersonal, written and oral communication skills;
- j. ability to maintain confidentiality;
- k. ability to work within the policies, standards, procedures and the vision, mission and core values of Dilico Anishinabek Family Care;
- l. good knowledge of the Anishinabek culture and issues affecting Anishinabek children, families and communities in and around the district of Thunder Bay;
- m. ability to understand and/or speak an Anishinabek language.

CONDITIONS OF EMPLOYMENT

- a. satisfactory CAS Penlieu Search;
- b. satisfactory Criminal Records Search;
- c. required to work flexible hours as determined by the respective Service Manager in relation to service requirements;
- d. must possess a Class “G” Driver’s Licence and have access to a personal vehicle which will pass a safety inspection.

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.