PURPOSE AND SUMMARY

Under the direction of the Director of Child Welfare Services, the Executive Assistant Child Welfare will perform a variety of complex and responsible duties to relieve the Director of Child Welfare and the Assistant Directors of Child Welfare of administrative detail. The Executive Assistant Child Welfare will serve as an administrative aide and confidential assistant for the Director of Child Welfare and the Assistant Directors of Child Welfare and will perform other duties relative to assigned areas of responsibility. These duties will include, but not be limited to, the coordination of information processes and agency procedures, the gathering and distribution of qualitative and statistical reporting, the coordination of internal reviews and the agency response to client complaints. The Executive Assistant Child Welfare will participate in and/or manage special projects and other assignments as required.

DUTIES AND RESPONSIBILITIES

1. **Service Responsibilities**

Under the direction of the Director of Child Welfare, the Executive Assistant Child Welfare is responsible for duties related to the Director of Child Welfare and the Child Welfare Assistant Directors as follows:

a. serving as a confidential assistant to the Director of Child Welfare and the Assistant Directors of Child Welfare; composing correspondence, reports and recommendations independently from drafts and/or oral instructions and preparing for the Child Welfare Director’s and the Child Welfare Assistant Directors’ signatures;
b. arranging appointments, reviewing and sorting incoming mail and generally responding to routine matters;

c. preparing meeting materials for all meetings as may be required; serving as recording secretary, taking and transcribing minutes; assuring appropriate dissemination of minutes including safekeeping of historical documents; ensuring that committee members are made aware of meeting dates and that all details for the meeting are completed in advance i.e. room bookings, notification of the meeting, etc.;

d. assisting with the development of Board reports and any other reports as required,

e. overseeing the maintenance of confidential files for the Director of Child Welfare and the Child Welfare Assistant Directors and all relevant parties associated with the organization;

f. communicating with staff, community partners, and Ministry officials on behalf of the Director of Child Welfare and the Child Welfare Assistant Directors to assist in providing information, resolving problems and conducting routine business;

g. organizing all travel arrangements for Director of Child Welfare and the Assistant Directors of Child Welfare;

h. Coordination and centralization of reports to the Ministry; assisting with the production and distribution of regular reports to the Director of Child Welfare and the Assistant Directors of Child Welfare;

i. Act as the point of contact and provide assistance in the completion of reports to the Child Abuse Register, required follow-up reports, and Expunction requests, etc.;

j. Coordination of the client complaint process in particular all written service complaints; tracks progress on resolutions and reports progress to the Director of Child Welfare and the Child Welfare Assistant Directors as appropriate; co-ordinates Internal Complaint Review Panels as required; co-ordinate the responses to the Child and Family Services Review Board;
k. Coordinates Child Death Reporting and Review Procedures; co-ordinates the completion and sending of the Child Fatality Case Summary Report and the Internal Child Death Review. Co-ordinates the agency response to the recommendations regarding child deaths from the Paediatric Death Review Committee.

l. Ensures the completion of surveys requested by the Director of Child Welfare, the Ministry, Association of Native Child & Family Services Agencies of Ontario, OACAS or others, including the determination of what information should be sought, gathering the relevant information, drafting and coordinating the various responses, analysis of the responses for accuracy, and reporting the information back to the Director of Child Welfare and the Assistant Directors of Child Welfare.

m. Participate in or manage special projects as assigned

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 Director of Child Welfare or designate.
QUALIFICATIONS

1. **Education**

An Administrative diploma from a recognized community college is required. A degree from a recognized university is preferred. Candidates without the specific education qualifications, but who possess an appropriate combination of child welfare experience and other academic qualifications will also be considered.

2. **Work Experience**

   a. A minimum of 2 years experience at a Senior Administrative level is required.
   b. Direct service experience with Anishinabek children, families, and communities.
   c. Knowledge of Child & Family Services Act is an asset

3. **Skills/Abilities**

   a. exercises good judgment and makes appropriate decisions;
   b. communicates clearly and concisely both orally and in writing;
   c. interacts positively, pleasantly and professionally with all visitors and employees of the corporation;
   d. works well under pressure;
   e. understands and correctly interprets policies and rules;
   f. takes minutes of meetings and prepares reports of discussion and action taken;
   g. proofs and edits documents;
   h. organizes material and prepares clear and comprehensive reports and maintains records of these materials;
   i. composes correspondence, memorandums and all other communications independently;
   j. maintains confidentiality of privileged information obtained during the course of work;
   k. operates a personal computer and a variety of office equipment with competence;
   l. meets the public in situations requiring tact, diplomacy and discretion;
   m. provides information to staff members, external agencies and Ministry officials in a helpful, courteous and timely manner;
n. establishes effective working relationships with those contacted in the course of work;
o. analyzes situations accurately and adopts an effective course of action;
p. plans and organizes work to meet schedules and timelines in an environment with constantly changing priorities;
q. meets schedules and timelines;
r. demonstrates the ability to work within the policies, procedures and the vision, mission and core values of Dilico Anishinabek Family Care;
s. has a good knowledge of the Anishinabek culture and issues affecting Anishinabek children, families and communities in and around the district of Thunder Bay;
t. has the ability to understand and/or speak an Anishinabek language.

4. **Knowledge**

The Executive Assistant Child Welfare Services must have knowledge of:

a. the functions and duties of administrative offices;
b. the organization’s mandate;
c. computer operations and software;
d. proper telephone techniques and etiquette;
e. strong interpersonal skills;
f. correct grammar, vocabulary, spelling, and punctuation;
g. principles of letter writing, and report preparation and writing.

**CONDITIONS OF EMPLOYMENT**

a. satisfactory CAS Penlieu Search;
b. satisfactory Criminal Records Search;
c. required to work flexible hours in response to crisis or agency need, travel on occasion;
d. must possess a Class “G” Driver’s License and have access to a personal vehicle which will pass a safety check.

**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. In addition, since this is a new position, the job description may change as agency need changes.