

## Position Description

### Position Title

Administrative Assistant

### Reports To

The Administrative Assistant will report to the Director of Operations and be supervised by the Operations Manager.

### Position Overview

This is a peer-based position for youth in and from care between the ages of 15-28. This position is essential to the operational success of our organization, and supports us to provide engaging, relevant programs for youth in and from government care. Specifically, this position supports our day-to-day operations, including being a first point of contact with the public. This position requires a high degree of professionalism, being detail oriented and organized, and navigating competing demands.

### Responsibilities and Duties

1. Provides confidential administrative support as required.
2. Greets and directs visitors at the Fed office.
3. Respond to queries, including email and phone calls, in a timely, friendly and professional manner and redirect them as appropriate.
4. Helps maintain the organization's calendar, team schedule and distribute information.
5. Helps organize meetings logistics, including distributing materials and taking minutes.
6. Supports with the organization of supplies and equipment.
7. Supports with event organization, including venues, catering, travel and accommodation arrangements, organizing supplies, registration, set up, take down, etc.
8. Helps gather, enter, and/or update data to maintain records and databases.
9. Helps maintain digital and physical filing systems for a variety of records and files.
10. Supports the implementation of and adherence to the Fed's policies, procedures, and practices to ensure compliance and efficient service.
11. Provides peer support to youth as appropriate.
12. Performs miscellaneous duties as assigned.

### Competencies

PEOPLE & INTERPERSONAL SKILLS – Actively Builds Relationships and Partnerships; Maintains Professional Boundaries; Understands Social and Political Dynamics; Responsive to Other's Needs;

Demonstrates Honesty and Integrity; Trustworthy; Active Listener; Addresses Conflicts Positively; Collaborative; Encourages Others; Encourages Accountability; Tactful and Considerate; Supports Feedback; Friendly Demeanor; Strengths Based; Compassionate and Empathetic; Consistent; Shares Perspective

**DELIVERS RESULTS** – Keeps Commitments; Meets Deadlines; Sets Relevant Goals; Persistent; Overcomes Obstacles; Dependable; High Level of Output; Accurate; Achieves High Quality Outcomes; Focused; Efficient; Follows Policies & Procedures; Follows Direction

**PROMOTES EQUITY, DIVERSITY & INCLUSION** – Maintains a Broad Perspective; Respects All People; Recognize and Embraces Differences; Understands Impact of Systemic Barriers and What Creates Inequitable Outcomes; Creates Common Ground; Aware of Biases; Open; Non-Judgmental; Culturally Appropriate

**SELF AWARENESS & DEVELOPMENT** – Practices Self-Care; Demonstrates Resilience; Continuous Learning and Reflection; Utilizes Strengths; Displays Confidence; Demonstrates Passion for Work; Positive Attitude; Recognizes Capacity

**PROJECT MANAGEMENT** – Delegates; Integrates Ideas; Sets Expectations; Celebrates Milestones; Provides Direction; Effective Planning; Keeps Organized; Manages Multiple Demands; Decisive and Sound Judgement; Manages Resources; Sets Realistic Goals; Develops Contingency Plans; Time Management; Maintains Safety Awareness; Supports and Mentors Others; Purposeful Meetings; Motivates Others

**COMMUNICATION** – Understands Audience; Shares Information; Articulates Thoughts Clearly; Factual; Uses Good Grammar, Spelling, and Sentence Structure; Uses Various Mediums; Straightforward and Logical Content Delivery; Engages Audience

**DIGITAL SKILLS** – Maintains Information Security and Integrity; Effectively Uses Various Digital Tools and Platforms

**PROBLEM SOLVING** – Analyze Problems; Evaluates Information; Considers Alternatives; Considers Consequences; Generates Effective Solutions

**CREATIVITY & INNOVATION** – Thinks Outside the Box; Generates and Builds on Ideas; Encourages Healthy Risk Taking; Fails Forward; Encourages Continuous Improvement; Forward Thinking; Embraces Change; Builds Best Practice; Takes Initiative; Resourceful

**PROFESSIONALISM** – Shows up on Time; Follows Dress Code; Communicates Schedule Changes; Maintains Organized Workspace; Respects Shared Spaces

**YOUTH ENGAGEMENT** - Involves youth in planning and in making decisions that affect themselves, others, and our organization

**YOUTH DEVELOPMENT** - Focuses on a young person's gifts, talents, current skills and abilities, as well as their potential for further develop in these areas. Provides youth with a positive, strengths-focused approach to personal development

**YOUTH SUPPORT** – Helps youth to connect with the resources and supports they need; Helps youth to advocate for themselves

**YOUTH LEADERSHIP** – Creates opportunities for youth to show up and give back. This includes everything from being present, providing support and encouraging others, acting as a role model, and leading oneself and others.

**GENERAL ADMINISTRATION** - responds promptly to phone calls and emails; keeps electronic and paper records updated; submits expense reports & payment requests in timely manner

### Qualifications & Requirements

- Criminal Record with Vulnerable Sector Check Clearance Letter
- Valid BC Class 5 Driver's License with Clean Driver's Abstract (preferred)
- Standard First Aid & CPR Level A
- Applied Suicide Intervention Skills Training or equivalent
- Cultural Awareness Training
- Minimum of 1 Year of experience in an office administration role or a combination of education and experience
- Basic knowledge and competency with Microsoft suite of programs (I.e. Office, Outlook, Teams, SharePoint, etc.)
- Keyboarding ability at 40 words per minute with 80% accuracy
- Knowledge of child welfare system in BC and the needs and issues of youth impacted by this system.

### Work Environment & Conditions

- Mainly office environment with long periods of sitting and computer use
- Some off site and/or overnight programming usually in a camp like setting
- Possible travel within and outside of BC
- Moving and lifting a variety of items weighing up to 25 lbs