



Job Description: Administrative Assistant Urgent Response Services

Reporting Relationships

The Administrative Assistant Urgent Response Services (URS) reports to the Chief Executive Officer, and is accountable to the Executive Assistant for bookkeeping.

Summary of Role

The Administrative Assistant URS provides administrative support to URS staff and the program. Primary responsibilities are bookkeeping related to the URS provider contracts; completing and tracking referrals to the identified URS providers and other services for each client; maintaining up-to-date accurate documentation in the client database including the Contracts module on each individual URS client's contract budget; communicating and informing the URS Coordinators about URS client budgets; extracting required URS data from the client database.

Additionally, the Administrative Assistant URS will assist with providing administrative support to the agency as needed to maximize the potential for service delivery and administrative effectiveness.

Hours of Work

The Administrative Assistant manages a 37.5 hour work week, primarily being available for office hours Monday through Friday, 8:30 a.m. to 4:30 p.m., with flexible scheduling to meet the needs of the organization.

Qualifications

1. Post-secondary diploma in business administration/bookkeeping.
2. Minimum of two years related experience including accountable bookkeeping; experience using QuickBooks a strong asset.
3. Proficiency in using a variety of software and database applications.
4. Asset: Bilingual, multi-lingual, Indigenous, 2SLGBTQ+, or a visible minority.

Conditions of Employment:

1. Valid Ontario driver's license and current clear driver abstract with a reliable automobile and sufficient insurance for use on company business;
2. Acceptable police Vulnerable Persons Record check; maintaining no criminal convictions for which a pardon has not been granted;
3. Proof of full COVID-19 vaccination, or medical exemption with compliance to requirements for regular antigen testing.

Competencies:

1. *Judgement and Accountability* - Learn from mistakes; weigh costs, benefits, and risks; analytical and problem-solver; make sound judgments; ensure follow-up and communication.
2. *Organization and Attention to Detail* – Time management; organize and plan ahead; respond to time-sensitive information; prioritize; multi-task; display efficiency.
3. *Integrity and Transparency* - Accurate, precise, and accountable documentation and record-keeping; reliable math skills; honesty.

4. *Communication* – Strong communication skills (written, oral, listening and non-verbal); engage in positive, productive, and proactive conversations that support teamwork and efficient operations; collaborative.
5. *Implementation* - Determine appropriate processes to get things done with sufficient attention to detail to ensure a high level of accuracy and timeliness; the highest professional and confidentiality standards; ability to work independently and participate as a team member; flexibility and a sense of humor.
6. *Tech-Savviness* – Knowledgeable, up-to-date and able to problem solve using a variety of software, database applications and technologies; Excel expert.
7. *Role Modeling* - Champion principles and practices of inclusion and equity; lead by example.
8. *Continuously Learning* - Is an active learner, identifying professional goals and personal areas for growth; apply newly acquired knowledge in service delivery.

Responsibilities

1. Bookkeeping

- Accurate bookkeeping and transparent maintenance of financial records for the URS program, as well as covering the financial role of the Executive Assistant as needed.
- Sound mathematical skills and deductive reasoning.
- Support the URS Coordinators in developing the budget for each URS client.
- Produce cheques to pay URS provider invoices; record all transactions accurately.
- Provide URS financial reports from QuickBooks as needed for CEO and staff.
- Be accountable to, and take direction from, the Executive Assistant for bookkeeping.

2. Administrative support

- Complete the EMHware referral process to URS providers and other services, as identified by URS program staff.
- Accurate recording in the EMHware Contracts module of each identified URS budget, URS provider, and URS service with regular documentation of the status of URS budgets to ensure a clear record of each client's services and funding status.
- Act as an administrative resource for URS staff including professional presentations and formatting of documents, as needed.
- Extract data from the client database and other applicable sources for timely, accurate reports for the URS program to the CEO and Executive Assistant, and as needed by URS staff.
- Assist and cover the Administrative Assistant, as needed, with extracting other agency data, completing other program service referrals, and basic problem solving with agency staff for technology difficulties.
- Provide back-up to answering phones as needed; document all requests for general community information in EMHware.

3. Professional Expectations

- Represent Contact Brant at all times by maintaining professional and ethical conduct and behaviour; exhibit stated agency values.
- Adhere to agency Policies and Procedures as well as Service Principles.
- Fulfill all requirements of client record keeping in a timely manner and document data required by Ministry and the agency.
- Respect the role as a health information custodian – fully understand privacy legislation; information is only disclosed with consent, and to those for the purposes intended.

- Maintain up-to-date knowledge about services and resources offered by Ministry service providers and the broader community across the Hamilton-Niagara Region.
- Demonstrate strong communication skills. Communicate concisely, clearly and in a manner that is appropriate for the listener; use reflective listening skills; and use non-verbal communication that is compatible with the message being conveyed.
- Develop and foster effective working relationships with contracted service providers and community stakeholders to facilitate effective business and service relationships.
- Promote effective teamwork through daily interactions with co-workers and participation in staff meetings.
- Promote Contact Brant within the community through participation in events and committee membership, as appropriate.

The Administrative Assistant URS is an integral team member with Contact Brant. It is expected that the Administrative Assistant URS will contribute to problem solving about improving productivity, efficiency and effectiveness of the organization.

The preceding job description will evolve with the changing operational requirements of Contact Brant. With this in mind, the position is not limited to the duties outlined above.