



Job Description: Community Information Assistant

Reporting Relationships:

The Community Information Assistant reports to the Chief Executive Officer and is accountable to the Community Navigator.

Summary of Role:

The Community Information Assistant's primary focus will be verifying information within Community Information Brant, Haldimand & Norfolk to complete annual updates. A secondary focus will be researching appropriate human services to be added to the database. Work will be mainly completed virtually from a home office.

Hours of Work:

The Community Information Assistant manages a 10-hour work week, with a flexible schedule to be arranged to complete the work.

Qualifications:

1. Post-secondary education and/or five years experience in office administration.
2. Exceptional oral and written communication skills.
3. Knowledge and understanding of human services and community resources.
4. Capable of using various software including word processing and database applications.
5. Proven ability to provide excellent customer service.
6. Exceptional skills in organization, attention to detail, accuracy, and proofreading.

Conditions of Employment:

1. Ability to maintain the highest professional and confidentiality standards.
2. Ability to work independently with minimum supervision and prioritize work.

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; 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. Community Information Database:

- Maintain accurate, comprehensive, unbiased information about the social, health, and human services available in Brant, Haldimand, and Norfolk.
- Verify and organize data collected; review, edit, and correct data in accordance with AIRS and Ontario 211 standards.
- Ensure at least annual reviews and updates for each record in the database.
- Research and consult with community stakeholders to identify and add appropriate new records to the database.
- Complete additional data projects as assigned by the Community Navigator.

2. Professional Expectations:

- Represent Contact Brant in a professional manner by maintaining professional and ethical conduct and behaviour; exhibit stated agency values.
- Adhere to agency Policies and Procedures as well as Service Principles.
- Ensure accurate and professional documentation in the Community Information Database.
- Promote effective teamwork through interactions with co-workers.
- Keep the Chief Executive Officer abreast of matters that could impact Contact Brant operationally or strategically.
- Identify gaps and needs to support planning and improving services related to the Information Database.

The Community Information Assistant is an integral member of the Contact Brant team. The Community Information Assistant is expected to contribute to problem-solving regarding improving the organization's services, efficiency, and effectiveness. This job description may evolve with the changing operational requirements of Contact Brant. The position is not limited to the duties outlined above.

Community Information Assistant

Date

Chief Executive Officer