



Family and Children's
Services Niagara

Les Services à la famille
et à l'enfance de Niagara

For more than a century, Family and Children's Services Niagara, the local Children's Aid Society, has provided vital child welfare, family/community support, counselling, foster care and adoption services to residents in the Niagara Region.

Family Counselling Community & Business Services Coordinator

(Regular full-time)

Reporting to the Senior Manager of Family Counselling Centre, the Family Counselling Community & Business Services Coordinator is responsible for providing confidential clerical management and support to ensure efficient and timely operations of the FCC department and enhance the work of the organization.

Main Duties and Responsibilities:

- Provides clerical and administrative support to Senior Manager of FCC including processing of mail, filing (manual and electronic), spreadsheet development, PowerPoint presentations, data entry and minute taking and distribution
- Responds to telephone calls, email or other messages, directs messages and provides information and/or assistance and directs or refers as appropriate and with urgency, if required including in relation to billing inquiries
- Assists with the preparation, completion, input, maintenance, tracking and/or review of correspondence, funding applications, contracts and lease agreements, ministry and other fund reports, summaries, data, records, verification documents, payments, etc.
- Assists in preparation for reviews, audits or other similar processes such as Serious Occurrence Annual Roll-up, Reports to Region and Ministry, Budget submissions, FCC Accreditation, Program EAP Service Plans.
- Prepares compiles and maintains department forms, policy and procedure manuals, FCC service information packages, etc.
- Monitors and administers department credit card account
- Maintains the Moneris system
- Coordinates a variety of meetings, appointments and training including inviting participants, scheduling times and dates and all logistics for meetings and trainings
- Takes, types and distributes electronic minutes as required
- Develops and delivers ongoing training and development for the FCC case management system(s)
- Creates and maintains electronic filing and tracking systems; retrieves information; keeps confidential and other records; maintains filing systems/rooms
- Assists the Senior Manager of FCC in determining and enhancing processes in place to provide ongoing data systems and procedures are in line with changing technology
- Cleans, verifies, aggregates and reports sensitive data to Senior Management
- Provides consultation, training and support to staff in relation to data processes for the case management system(s)
- Ensures adherence to timelines for required attendance reporting, etc.
- Knows and adheres to all applicable FCC policies, procedures and relevant administrative practices
- Strives to meet or exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes
- Participates in mandatory learning/education to maintain and update skills and knowledge as required
- Assists in the training and orientation of peers
- Works in compliance with the provisions of the Occupational Health and Safety Act of Ontario and the regulations
- Performs other duties as required

Qualifications:

- Post secondary diploma in Administrative or Business studies
- Minimum 5 years' experience in senior administrative support position
- Valid Driver's License and access to a reliable motor vehicle with appropriate business class liability insurance is required

General Skills and Attributes:

- Solid ability to use MS Office applications (e.g. Word, Excel, etc.)
- Good written, oral communication and interpersonal skills providing constructive, meaningful and timely interaction with all levels of staff
- Ability to complete tasks with attention to detail in the presence of frequent interruptions
- Solid understanding and commitment to quality service and best practice
- Highly detail-oriented
- Accountable for own actions and decisions, making decisions within the scope of the position and referring issues/problems/events to the manager as required
- Flexible, adaptable and responsive to change
- Ability to maintain confidentiality; acts with integrity and trustworthiness
- Self-directed with an excellent ability to organize own workload, prioritize and multi-task

Efforts and Working Conditions:

- Work is primarily performed at a desk in a normal office environment
- Intermediate periods of sitting and computer/phone use
- Occasional requirement to work evening and/or weekend hours
- Occasional lifting of boxes up to 10lbs

*Please apply with your cover letter and resume by **March 9, 2020** to:*

E-mail: humanresources@facsnagara.on.ca

We thank all applicants however only those considered for an interview will be contacted.

Preference will be given to candidates who are bilingual in French and English.

Family and Children's Services Niagara is an equal opportunity employer committed to inclusive barrier free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated through this process.