

FAMILY SERVICES of the NORTH SHORE

Full Time (35 hours per week)

Position:	Senior Administrator – Clinical Programs
Position #:	21-1274
Reports to:	Director of Clinical Programs
Location:	North Vancouver office
Closing:	November 28, 2021

The Agency:

Family Services of the North Shore is an accredited not-for-profit, community-based agency committed to making a deep and lasting impact in our community through counselling, support, education, and volunteer programs.

We understand the competing responsibilities of modern life. In every role, we will support both your commitment to our community and the very real need to take care of your family. We also understand that to take care of others, you must first take care of yourself. At Family Services of the North Shore, you can do both. We aim to provide a sustainable model of work-life balance across all our programs and services.

The Programs:

The Agency's Clinical Programs provide counselling services to children, youth, individuals, seniors, couples, and families. People from our North Shore community come in for a wide variety of issues that range from simple to complex. Some programs are fully funded through government contracts, and some are offered on a fee-for-service basis using a sliding fee scale. Clients are seen in the office, in the community or using technology.

The Job:

You will lead administrative tasks and projects and provide administrative support to the Director and Managers of the Agency's Clinical Programs. You will manage the Agency's file documentation system, assist new staff in access to Agency computer systems, prepare demographic, program utilization and other reports, create forms, take minutes, and provide other administrative support to the team. You will troubleshoot technical problems and liaise as required with online databases to create new client records and reports.

You will attend external community meetings in support of the Agency. You will organize meetings, distribute meeting packages, and take minutes. You will represent the Agency at these meetings with stakeholders, funders, and community partners.

You will work with the Agency's Communications team to support website updates, social media messages and to create and distribute program forms, posters, brochures etc. following Agency branding guidelines and requirements.

You will also be part of the Agency's overall administrative team and provide relief reception back-up.

This is a full-time, in person, Monday – Friday role working approximately 9:00-5:00 each day.

The Candidate:

The ideal candidate will:

- Have an undergraduate degree, relevant diploma, or equivalent experience.
- Have a minimum of 2 years working in a fast-paced office environment as an administrative assistant.
- Have training in administrative systems and duties.
- Be highly proficient with Microsoft 360 (Excel, PowerPoint & Word).
- Have experience with Adobe Acrobat and Raiser's Edge (an asset)
- Be highly detail oriented and with an understanding of the importance of accuracy.
- Pride yourself on your organizational skills.
- Be able to work with colleagues, volunteers, clients, and others with a high degree of professionalism.
- Have experience working in a not-for-profit (asset).

In addition, you are:

- A team player who is flexible and adaptable.
- Open to feedback.
- Non-judgmental with an understanding of the role privilege plays in relationships.
- Self-motivated with the ability to think logically and problem-solve.
- Highly organized with demonstrated business writing, proofreading, editing and verbal communications skills.
- Able to handle sensitive information in a confidential manner.

Fluency in a language in addition to English would be a significant asset.

Family Services of the North Shore is committed to diversity and inclusion within its workforce and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities to apply to become part of our Agency.

Please respond, in confidence, with cover letter and resume to:

Kathleen Whyte

Senior Manager of Human Resources

Family Services of the North Shore

careers@familyservices.bc.ca

While we thank all applicants for their interest, only short-listed candidates will be contacted.