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|  | **Job Description #** | **9147** |
| **JD SECTION** | |
| **ADMINISTRATION** | |
| **Date Issued:** | **November 13, 2024** |
| **Date Revised:** | **June 2025** |
| **JOB DESCRIPTION**  **Administrative Assistant/Child and Youth Care Practitioner** | **Job Description Approval** | |
| **Chief Executive Officer** | |

**POSITION TITLE**: Administrative Assistant / Child and Youth Care Practitioner

**REPORTING TO**: Supervisor Community Services & Strategic Initiatives/Supervisors, Live-In Care and Community Services

**WORKPLACE:** In-Person

# JOB SUMMARY:

Reporting to the Supervisor of Community Services and Strategic Initiatives and Supervisors, Live-In Care and Community Services. The Administrative Assistant (AA)/Child and Youth Care Practitioner (CYCP) plays a strategic and integral role in our clinical services and programs. As well as in providing a safe, welcoming, and inclusive workplace. The Child and Youth Care Practitioner (CYCP) is a key service provider along our continuum of live-in care services that includes the home of the client, therapeutic foster homes, parent-model care homes, and a live-in treatment program. An incredibly challenging but rewarding position, the CYCP will work in collaboration with the client’s multi-disciplinary treatment/care team to implement recommendations by providing direct mental health services to clients engaged in live-in treatment services. Support may be provided to a client and their family before, during and following live-in treatment, based on site requirements, and in a variety of environments, including home, school, and community settings.

**MINIMUM EDUCATION**

* College diploma in Office Administration – Executive or equivalent
* Child and Youth Care Degree or Diploma, Social Service Worker, Recreation Therapy, Community and Justice Services, or Addiction and Mental Health diploma, or diploma/degree in a relevant field.

**MINIMUM EXPERIENCE**

* Two (2) years office experience.
* One (1) year of experience working with high-risk and marginalized children and youth, and families, or the equivalent combination of relevant education and experience.

# QUALIFICATIONS:

* Carry out day-to-day administrative functions related to the support required for

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* reception including welcoming clients and other visitors
* Organizing incoming and outgoing mail and deliveries, including distribution to appropriate staff
* Organizing general office supplies and ensuring appropriate inventory levels
* Assisting with meeting logistics, scheduling and booking meetings rooms as required.
* Ability to manage complex telephone communications, PA system, and computer communication systems.
* Ability to complete tasks efficiently and accurately, with minimal supervision.
* Proficiency in computer use and various software applications (e.g., Office 365, Client Information Management Systems, Cloud based programs).
* Knowledge of, and experience with EMHware, Catalyst and other information collection processes, and data entry practices, preferred.
* Knowledge of workplace legislation, including AODA, Occupational Health and Safety Act, and training in WHIMIS.
* Knowledge and understanding of privacy and confidentiality legislation such as PHIPA and provisions under the CYFSA.
* Excellent communication, time management, organizational, and conflict management skills.
* Professional presentation when dealing with the public and staff.
* Training in cultural competence and areas of diversity, inclusion, and equity.
* Ability to take meeting minutes accurately and efficiently.
* Availability to work flexible hours, including evenings and occasional weekends, if required.
* A satisfactory Broad Sector check, including a vulnerable person’s record check.
* Valid driver's license and access to a reliable vehicle.
* Ability to communicate in both official languages (English/French) is an asset.
* Full COVID-19 vaccination required.

# DUTIES AND RESPONSIBILITES:

1. Maintain the confidentiality and privacy of clients, staff, and their information at all times as per agency policies and procedures and related legislation as a Health Information Custodian.
   * Ensure files are well-organized and up-to-date filing systems (both electronic and hard copy), as required.
2. Maintain the confidentiality and privacy of clients, staff, and their information at all times as per agency policies and procedures and related legislation as a Health Information Custodian.
   * Ensure files are well-organized and up-to-date filing systems (both electronic and hard copy), as required.
3. Carry out day-to-day clerical functions, as required, to support AFS services and programs such as typing, faxing and photocopying; maintaining office supplies, data entry, maintaining files and providing backup to other support and reception staff as required.
   * Participate in the rotation of reception coverage for lunch and breaks.
4. Monitor and maintain the inventory for office supplies and materials.
   * Order supplies and materials as necessary.
5. Communication and appointment management.
   * Direct calls to appropriate staff, as required.
   * Make calls as directed.
   * Assistance with appointment scheduling as required.
6. Ensure necessary documentation and materials are prepared and forwarded in a timely fashion for Canada Post or Purolator delivery.
7. Coordinate and prepare meetings, including preparing agendas and minutes and assisting with meetings logistics, scheduling in-house meeting rooms, as required.
8. Actively participate as a team member with Agency staff, particularly with fellow Administrative Assistant Staff.
9. Contribute to evaluating our programs, services, and staffing as required.
10. Participate in cross-training with fellow Administrative Assistant staff to support coverage across programs and services.
11. Participate in special projects from time to time, as required.
12. Take initiative in developing a personal professional development plan.
13. Assume other responsibilities as assigned.

**Program**

1. Maintain the confidentiality and privacy of clients, staff, and their information at all times as per agency policies and procedures, and related legislation as a Health Information Custodian.
   * Obtain consents for the acquisition and release of client information as required.
   * Inform the Supervisor of any breaches of confidentiality ASAP.
2. Provide a safe, welcoming, inclusive, stable, and nurturing environment (therapeutic milieu) that promotes behavioural change and growth through the incorporation of traditional Indigenous approaches to well-being blended with western scientific approaches.
   * This includes awareness of the youth’s culture, beliefs, family traditions and norms.
   * Being trauma informed in the recognition that a youth’s acting out or acting in behaviour is often a manifestation of unattended trauma, hurt, and pain often caused by adults they trusted.
   * Inclusion of the youth’s culture, community, and informal circle of support in the care of the youth.
3. Inform the initial assessment and subsequent treatment plan, through observation and engagement of the youth.
4. Work directly with the youth to facilitate the transition to and from live-in care settings, including but not limited to assisting in the packing of personal items, purchasing of personal items, and the setup of the new live-in care environment.
5. Plan and facilitate social/learning activities to support the physical, social and emotional development and well-being of the youth.
6. Utilizing a strength-based, solution-focused, client-centred, and trauma informed approach within the context of anti-oppressive practice, provide interventions to:
   * avert and address crisis and self-harm,
   * promote positive interactions between youth and their families, as well as, significant others,
   * assist the youth in the identification of life challenges and alternative solutions, and
   * teach problem solving and deliberate decision making,
   * support the youth’s treatment plans and goals,
   * ensure treatment goals are understood and reflected in daily routines,
   * role model respect and empathy, and
   * learn and practice new skills.
7. Transport safely with other coworkers the client to appointments or activities, as required.
   * Ensure circle checks of the vehicle prior to departure.
   * Maintain vehicle travel log.
   * Report any issues with vehicle to the Supervisor.
8. Conduct security checks throughout the night to ensure that the youth are undisturbed while sleeping and that the building and grounds are secure.
9. Respond to enquiries from youth, communicating information and resolving problems.
10. Report any suspected abuse or neglect of a youth receiving service as required by legislation within the specified timelines, as per the regulations.

# Home Management

1. Responsible for healthy meal planning and safe food handling and preparation.
2. Maintain the facility in a safe manner, identifying hazards and or maintenance or repair issues in compliance with Health & Safety policies and procedures.
3. Monitor trends and developments in live-in treatment services and delivery through research, education and evaluation materials.

# External Relationships

1. Help to coordinate internal and external services on behalf of the client and family.
2. Collaborate with community partners.

# Team Support and Development

1. Participate in team meetings to share data, communicate information and resolve any challenges.
2. Contribute to the program evaluation and service planning.
3. Provide in service training to team members and other staff regarding field of expertise.
4. Attend training related to the live-in treatment services including CPI, ASIST, First Aid, and evidence-informed practices.

# Health & Safety

1. Contribute and lead in the culture of safety and prevention of adverse health events for all in the organization.
2. Adhere to health and safety policies and procedures.
3. Ensure the security of the facility and safety of staff, volunteers, and guests by adhering to the standards as defined in agency policies and procedures.

# WORKING CONDITIONS:

1. Physical Effort: Physical activity is limited. Some time spent in comfortable sitting position with opportunity to move about. Minimal out of office travel.
2. Physical Environment: Located in a comfortable indoor area, however, any unpleasant conditions are related to out-of-office travel.
3. Sensory Attention: A high level of concentration, attention and sensitivity to verbal interactions and written communication.
4. Working Environment: There are pressures to balance competing demands for human, fiscal, program and physical resources. There is pressure for results with attention to deadlines. This position must also attend to situations and interactions concerning staff. There may be minimal travel requirement to the organization’s other sites.