

Position Title: Children's Services Team Assistant

Department: Social Services

Reports To: Children's Services Manager

Purpose

Provide client-centred, high-quality customer service in an empathetic manner as well as administrative, clerical, and computer support services to a team of staff within the Children's Services program. Work assignments follow established office procedures, and provincially mandated guidelines which require knowledge of office and computer operations.

Responsibilities

- Answer telephone calls, electronic communication, receive walk-in clients and refer all contacts to appropriate staff
- Responsible for mail services including, sorting and distributing mail, as well as ensure outgoing mail is sent out in a timely manner
- Type memos and correspondence for Children's Services program
- Monthly data entry for cheque requests for all home child care providers and purchase of service child care centres
- Maintain Children's Services information on County's website i.e. calendars and events
- Photocopying of documents required for Children's Services
- Order office supplies required within Children's Services
- File management including compiling client files, filing, retrieving and copying information and prepare for shredding
- Take minutes of meetings where required, and keep records of these minutes for distribution
- Maintain and manage records in various corporate computer programs
- Data entry in children's services software program
- Compile monthly statistics from staff and database information
- support multiple users (including purchase of service providers) on the database
- Liaise with provincial program delivery software provider to ensure software within the Children's Services program remain operational

- Perform other duties as assigned

Other Duties

- Maintain skills and knowledge by taking training and development through courses, seminars and selected reading
- Responsible, as an employee, for occupational health and safety, and emergency management

Working Conditions

Hours of work are based on a 35 hour work week. Work is subject to regular deadlines and constant interruptions and is carried out in a public office environment and in other community locations suitable for the delivery of services. Overtime may be required on occasion. Hours of work may be flexible to accommodate meetings and forums with external stakeholders. Occasional travel may be required. Outside of office work conditions can involve exposure to unfavourable road, traffic and extreme weather conditions.

Contacts

Internal Working Relationships

Work closely with staff within Social Services and other Grey County departments.

External Working Relationships

Interact with clients, community agencies, service suppliers and partners developing positive working relationships.

Knowledge and Skill

- Minimum one-year certificate from a recognized college of applied arts and technology in Office Administration
- Proficient skill in Microsoft Office products and the ability to learn new technology
- Approachable with effective communication skills, both written and verbal
- Communicate in an empathetic and client centred manner
- The ability to prioritize and organize work flow with the ability to exercise judgment and maintain confidentiality
- Effective interpersonal skills coupled with empathy, objectivity and understanding of barriers and challenges experienced by clients is an asset
- Nature of work requires working as part of a team and independently
- Knowledge of Children's Services programs is an asset
- Valid drivers' license or access to reliable transportation

Impact of Error

Errors or omissions including the provision of inaccurate information could negatively impact the effectiveness of service delivery.

Delay in distributing mail can result in late receipt of fee letters for clients and child care centres, as well as other important time dated documentation.

Delay or inaccuracy of data entry can result in a delay of payments or impact recording of statistical information.