

Job Description

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| POSITION: | Clients Records Clerk – Family Well-Being |
| ACCOUNTABILITY: | Team Supervisor – Family Well-Being |
| CLASSIFICATION: | Contract |
| DATE APPROVED: | |

JOB PURPOSE

Reporting to the Team Supervisor, the Clients Records Clerk provides a complete range of administrative support services to Family Well-Being teams.

KEY JOB FUNCTIONS

Clerical and Reception Support:

Provide efficient and effective clerical and reception support to the team.

- Perform clerical functions such as preparing correspondence, faxing, photocopying and filing
- Greet customers coming to the Agency and notify the appropriate personnel of their attendance
- Update and maintain staff sign in/out board
- Ensure Team 'Shared Calendar' is up to date
- Record and distribute incoming and outgoing mail and faxes
- Respond to telephone inquiries for staff and services
- Ensure open files are provided to appropriate staff
- Ensure appropriate scanning and closing of files
- Enter confidential data into Agency databases as required

Administrative Functions:

Coordinate and perform day-to-day administrative duties.

- Manage and monitor the administrative workload within the team
- Coordinate and maintain office equipment and supplies
- Troubleshoot and problem solve equipment issues
- Order, distribute and maintain inventory of supplies
- Prepare, organize, schedule and document team meetings
- Coordinate team logistics for team and staff projects, meetings and events
- Record and develop meeting minutes as required
- Coordinate the use of board and interview rooms
- Maintain efficient filing systems
- Work within timeframes and manage a high and varied administrative workload of responsibilities on a day-to-day basis

Financial Coordination and Public Relations:

Administer financial processes and to develop and distribute promotional material.

- Responsible for team petty cash and ensuring monthly reports are forwarded to the Finance Department
- Implement financial processes in the performance of duties such as purchase orders, securing quotes, etc.
- Support the development and implementation of an Agency comprehensive public relations strategy
- Order and distribute public relations pamphlets and supplies
- Design and develop service pamphlets and brochures

Administration and Reporting:

Complete administrative functions, reports and adhere to Agency policies, procedures and relevant practices.

- Ensure confidentiality and safe keeping of all Agency documents and records
- Develop and maintain accurate, up-to-date and concise work files
- Work in compliance with Occupational Health and Safety Act and any other legislation
- Prepare and submit monthly reports, attendance records and travel expense claims
- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties

Other Duties:

- Participate in internal or external committees as required or assigned
- Other duties as required and assigned

QUALIFICATIONS

Minimum Education

- Administrative Assistant or related diploma

Minimum Experience

- Two (2) years' experience in an administration position in a First Nation or Aboriginal social services agency

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Knowledge of First Nation service delivery, customs and traditions relating to child welfare
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Knowledge of external services and service agencies

Special Skills

- Excellent computer skills with MS Office Software
- Excellent telephone and interpersonal skills
- Excellent customer service skills
- Excellent written and oral communication skills
- Excellent organizational skills
- Excellent administrative skills
- Excellent time management skills
- Ability to work within and meet tight timelines
- Ability to take initiative and work independently with minimal supervision
- Ability to work within a team environment
- Ability to work flexible hours
- Ability to display a positive and helpful attitude
- Ability to adapt to change
- Ability to work with confidential and sensitive information
- Ability to understand and speak Anishnaabemowin is a definite asset

Other Requirements

- Must provide a clear Police Records Check with Vulnerable Sector Check
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel
- Must have \$1M automobile insurance coverage.

WORK SITE LOCATION

The position will be based out of the satellite offices between Sault Ste. Marie and Sudbury.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Client Records Clerk will typically be in an office setting. The Client Records Clerk is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Client Records Clerk will be required to travel to meetings within the district.

The administration of an office setting and team members can be mentally challenging. As a result, this position is more emotionally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Client Records Clerk – Family Well-Being

Non-physical demands include a work environment where the noise level is usually moderate to high. The nature of the position may expose the Client Records Clerk to high levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine and cell phones

SUPERVISORY RESPONSIBILITY

This position is not required to supervise any staff.

KEY RELATIONSHIPS

Internal

The position requires interaction with the Family Well-Being Manager, Supervisors and Workers, Team Supervisors, Protection & Resource Manager, Child Welfare Workers, Children Support Workers, Cultural Services Department, Administrative Assistant, other Client Records Clerks and other staff.

External

The Ministry of Child and Youth Services, Children's Aid Societies, other First Nation communities, and all service related agencies within the First Nation that respond to child welfare service delivery needs.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

Signature of Employee

Date