



## **JOB DESCRIPTION**

<b>Position title:</b>	<b>Advocacy Administrative Assistant</b>
<b>Department:</b>	<b>Advocacy</b>
<b>Reports to:</b>	<b>Advocacy Manager</b>
<b>Date:</b>	<b>October 2020</b>

### **Our Vision**

A neighbourhood where every person's worth is celebrated, and all people thrive.

### **Our Mission**

We seek a just society by nurturing each person's spirit through ministry, housing, advocacy and community services.

### **Our Core Values**

**Acceptance** – we practice a presence of acceptance – caring for people no matter who they are, no matter where they are on life's journey, no matter their race, gender identity/expression, or who they love. We meet people where they are and offer help when asked.

**Discernment** – we develop and grow our skill at using critical thinking and judgement in our interactions with the community we serve. We know that behaviour is in itself communication, and sometimes rules cannot be one-size-fits-all. And that the world does need rules. We use the same skills to plan how the organization should respond to the neighbourhood we serve.

**Empathy** – we practice empathy – truly seeing and hearing the experience of those around us. Empathy communicates to those we serve: "You are not alone."

**Accountability** – we show up and we go the extra mile. We deal with our own issues and we take ownership and responsibility for our work and its impact.

**Social Justice** – we aspire to a sustainable and equitable society.

Each job at First United Church Community Ministry Society should in some way promote our vision and mission and all employees are expected to share our values at work.

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**POSITION OBJECTIVE**

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Reporting to the Manager of Advocacy, this frontline position will be a welcoming presence at the Advocacy Office. This position is responsible for the smooth functions of the advocacy office both with community members and also efficient and effective operations of our facility.

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**DUTIES AND RESPONSIBILITIES**

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1. Open and/or close the advocacy office at agreed times. Greet community and other visitors to the office.
2. Answer all phone calls (external and internal) in an efficient, warm and respectful way and take messages if required.
3. Maintain general e-mail account for the advocacy office.
4. Do a micro assessment on all visitors and clients to help prioritize needs and ensure the efficient communication and service of all people.
5. Ensure the smooth operation of the advocacy office as it relates to :
  - a. The phone system
  - b. IT issues/e-mail
  - c. Maintenance/janitorial issues or pest control
6. Maintain inventory of office supplies and place orders as required.
7. Maintain a petty cash fund, reconcile on a regular schedule and submit to First United for reimbursement.
8. Ensure that statistics required by our funder are collected, formatted and submitted by the monthly deadlines. Preparing and submitting various reports and documentation.
9. Receive and send documentation via courier, registered mail or regular mail.
10. Draft or revise relevant policy and procedures with guidance from Advocacy Manager.
11. Draft limited correspondence to clients.
12. Maintain client filing system.

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## **SCOPE OF RESPONSIBILITY**

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### **Supervisory responsibility**

No Supervisory responsibility

### **LATITUDE**

Advocacy Office Assistant reports directly to the Manager of Advocacy

Must work independently and maintain open communication with all staff.

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## **INTERNAL/EXTERNAL RELATIONSHIPS**

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Communication is maintained with manager and staff as work is assigned and completed, and information exchanged on an ongoing basis.

- Manager of Advocacy: seek input, or to exchange information about any changes in advocacy program, etc.
- First United Staff: to exchange information, and/or instruction on specific tasks (i.e. setting up meetings, telephone calls, petty cash reconciliation) and to communicate on a daily basis.
- Outside Vendors/Contractors: to set up, problem solve and follow through with appointments/work to be done such as liaising with QuickTech regarding IT issues/needs
- General public: regular communication, to answer general inquires, emails, etc.

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## **QUALIFICATIONS**

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- Excellent communication skills both verbal and written.
- Strong organizational and interpersonal skills
- Strong computer skills: MS Office Suite and Databases
- Ability to work under pressure, with time constraints, balancing priorities and urgent interventions
- Ability to be flexible, self-motivated, and take initiative
- Ability to work independently and also collaboratively in a team environment
- Ability to display a high level of professionalism
- Strong attention to detail
- Fluency in a second language would be an asset.

**EDUCATION**

- Grade 12 or equivalent education and experience.
- Some post-secondary education in the area of office administration, business management, social services or human resources
- Completion of a Legal Administrative Assistant Program would be preferred.

**WORK EXPERIENCE**

- 2 years' experience overseeing the operations of an office
- Demonstrated experience working successfully with marginalized populations and those living in poverty
- Demonstrated experience working with people with mental health and addiction issues
- Sound knowledge of data collection and reporting
- Sound knowledge and experience of MS Office Suite including Word, Excel and Outlook