


**TEAM ASSISTANT  
JOB DESCRIPTION**

	Department	Protection
	Immediate Supervisor	Services Supervisor
	Location	Sudbury
	Salary Range	In accordance with Salary Scale

**OVERVIEW:**

The Team Assistant works under the supervision of Services Supervisor and is responsible for the duties as outlined herein.

**DUTIES:**

- Maintain inventory, reports, and a file system to comply with Kina Gbezhgomi Child and Family Services and Ministry Standards.
- Respond to general inquiries; receive, forward and distribute telephone/facsimile messages appropriately.
- Complete, review and distribute correspondence and communications for the Service and Administrative team(s) as required.
- Coordinate the monthly service team and after-hours coverage schedules and communicates coverage to the after-hour's services and service teams.
- Maintain accurate tracking and reporting of departmental statistical data.
- Complete timely service team filing and updating of audit and agency check lists.
- Complete administrative requirements as deemed required for Agency and Ministry audits, along with reporting on recommendations.
- Complete Serious Occurrence reporting requirements in relation to forwarding reports, monitoring, and tracking.
- Assist in opening and closing the facility at the beginning and at the end of each day.
- Provide telephone coverage on a rotational basis with other Team Assistants as required.
- Complete administration requirements for opening of new Client files, closing new files along required scanning of all Client file information.
- Complete weekly and monthly departmental statistics; maintain records and produce program reports as required.
- Work effectively with multiple co-workers, balance and prioritize multiple requests.
- Keep informed of Chief and Council directives, Provincial legislation, agency policies and procedures.
- Participate constructively as a team member in staff meetings, seminars and training sessions as required by the Services Supervisor.
- Perform other duties as required by Services Supervisor.

## **QUALIFICATIONS:**

- Must possess a 2-year business related Diploma from an accredited college and/or other diploma in a discipline deemed appropriate for the position; and,
- Minimum of 3 years' experience in a similar position in a First Nations social service agency;
- Knowledge of the *Child and Family Services Act*, Child Protection Standards, Ministry of Children and Youth Services Regulations, Guidelines and Policy Directives.
- Firm understanding of the functioning and dynamics of Anishinaabe families and childcare principles.
- Working knowledge of the administrative structure and operations of the Agency including the service delivery model, policies, procedures, and guidelines.
- Working knowledge of preparation of comprehensive narrative and statistical reports regarding Child and Family Services delivery.
- Must possess knowledge, respect and sensitivity to Anishinaabe culture and be committed to helping First Nation families strengthen and achieve a healthy level of well-being
- Ability to establish and maintain purposeful relationships within the service teams, collateral organizations and service providers.
- Must possess excellent communication, organizational and problem-solving skills.
- Ability to maintain confidentiality.
- Ability to take direction and to work within the policies, procedures, and guidelines, mission, philosophy, and core values of the Agency.
- Knowledge of computer equipment and programs (e.g. Microsoft Office programs, Windows operating systems, etc.) and other office equipment.
- Ability to flex daily work hours as determined by the Service Supervisor.
- Must possess a valid Ontario's Driver's Licence and be willing to travel.
- Must be willing to authorize a Vulnerable Sector Check and Driver's Abstract.
- Ability to speak Anishinabemowin is preferred and a definite asset.

## **WORKING CONDITIONS:**

- The traditional practices of the Anishinabek will expose staff to wood smoke and the burning of sacred medicines, including tobacco, sweet grass, sage or cedar, will occur within the workplace.
- Positions in the field of Anishinabek Child Protection can be both mentally and emotionally challenging. The nature of the positions may expose incumbents to high levels of tension when dealing with issues. The tension includes a level of stress that is usually moderate with high levels occurring on occasions.
- Employees can expect there will be times they will encounter inclement weather conditions while driving.