

CASUAL RECEPTIONIST JOB DESCRIPTION

	Department	Administration
	Immediate Supervisor	Service Supervisor
	Location	Manitoulin Island
	Salary Range	In Accordance with the Salary Grid

Kina Gbezhgomi Child and Family Services (KGCFS) proclaims that we are an Anishinabek Agency servicing Anishinabek people to ensure services are delivered by honouring the Anishinabek way of life. KGCFS is derived from the overall cultural context of the Anishinabe people. Other conventional child welfare services or approaches may be used and added to supplement the Anishinabe cultural core of the agency. KGCFS believes that child welfare services outside the Anishinabe cultural core are secondary to the primary Anishinabe cultural core and that child welfare services that are responsive to the cultural circumstances of the Anishinabe client population take priority. KGCFS will be culturally grounded in its Anishinabe foundation, beliefs and practices and will be culturally responsive in its delivery of service while striving to educate, retain and protect traditional Anishinabe practices.

OVERVIEW

The Casual Receptionist will provide administrative support services to staff of Kina Gbezhgomi Child and Family Services on an on call basis.

DUTIES & RESPONSIBILITIES

The Casual Receptionist will:

- Ensure telephone coverage during regular business hours by receiving all incoming phone calls, screen calls to determine suitability and transfer to appropriate agency personnel for service, record and relay information and ensure agency staff receives all phone contacts and communiqués.
- Use judgement regarding the sensitivity and priority of phone calls and client contacts and direct them to the appropriate agency personnel or external services.
- Manage the switchboard including the agency's voice mail system and act as administrator to ensure the system is operable and efficient at all times.
- Ensure that the applicable phone lines are transferred to the After Hours Worker at the end of each business day and immediately released upon beginning each business day.
- Promote a professional image of the agency to internal and external contacts by greeting the public in a courteous and helpful manner; assist them by directing and announcing their arrival to appropriate staff, i.e., staff, collateral contacts, and clients.
- Provide basic information of the agency to collateral contacts, clients, and the general public.
- Capable of operating independently with minimal supervision while keeping appropriate management informed of any potential problems or sensitive issues surrounding contacts or other matters within the reception area.
- Coordinate action and complete requests in a timely and professional manner, and accurately

report on a resolution.

- Establish and maintain positive and effective work relationships in all interactions.
- Maintain and ensure the safe keeping of the daily phone log of all agency staff on a daily basis.
- Maintain an accurate log of all incoming and outgoing mail and faxes.
- Will coordinate mail delivery system of incoming and outgoing correspondence to their proper destinations/designates.
- Prepares and distributes records, documents, photocopies, as required.
- May assist in the coordination, arrangements for meetings, training, workshops, and conferences for agency staff when required.
- May assist in making appointments, travel, and accommodation arrangements for agency staff (airfare, hotel, transportation, etc.)
- Attend training seminars as required.
- Ensure the safekeeping and maintenance of the storage/file room and keys for appropriate lockup and open each business day.
- May requisition office supplies required for agency site staff to the authorized vendors.
- May assist in preparing, typing and/or proof-reading documents for agency staff, including completion of forms, reports, correspondence, memo's, agreements, and other material, composing, and typing of routine letters on own or from verbal or written instruction when requested.
- Ensure own work area and shared office areas are maintained in a neat and orderly manner.
- Perform other related duties as assigned by the supervisor.
- Work collaboratively with all agency staff, biological parent(s) and caregiver(s), extended family and the member First Nations as required within your respective position of service.
- Create an anti-oppressive work environment while modeling respect, professionalism and act as a positive role model with integrity.
- Will complete a Historical Awareness / Self- Assessments and develop an Individual Wholistic Wellness Plan including a Competency Based Assessment Tools to develop a Cultural Training Plan and passport with intent to monitor wellness and enhance and measure cultural congruencies.
- Will actively participate in agency sponsored cultural training, staff development and educational opportunities, cultural activities, events and ceremonies with intent to enhance cultural congruencies.

QUALIFICATIONS

Education

- Certificate or Diploma in secretarial course or business administration from an accredited College.

Experience

- A minimum of two (2) years' experience in secretarial and office services preferably in a social services organization.
- Working knowledge of current computer hardware and software and other office equipment such as Xerox Docu-Share copier; automated postage meter, and fax machines.
- Must possess office receptionist experience and is able to operate a telephone switchboard system.

- Must possess effective communication, organizational, problem-solving and evaluation skills and work with minimal supervision.
- Willingness to take training as required.
- Working knowledge in computer software including MS Office Software (Office 365, MS Office Suite)
- Experience in working within an Anishinabe Child and Family Well-Being Services is preferred or proven experience in working with Anishinabek people.
- An individual of Anishinaabe ancestry is preferred with genuine understanding and lived experiences of Anishinaabe worldviews, traditions, customs and practices.
- The ability to speak the Anishinaabe language is a definite asset and / or willingness for continual learning. Preference will be given to applicants who can speak or write Ojibway, provided they have skills, ability and qualifications to do the job.

Conditions of Employment

- Provide a clear Police Records Check and/or Vulnerable Sector Screening Check (As determined by the police department).
- Possess a valid standard First Aid/CPR certificate or be willing to obtain one.
- Have a class 'G' Ontario Driver's License, an acceptable Drivers Abstract, access to a reliable vehicle and be able to travel. A requirement of \$1M Liability Insurance is required if you transport clients
- May be exposed to potentially hazardous environments this may include driving conditions and volatile situations.
- Willing to carry an agency cell phone, IT equipment, and drive agency vehicle as needed.
- Can sit/stand for extended period in front of computer.
- While performing the duties of this job, the position will typically be within an office setting both on and off site from assigned office location.
- Work a standard work week of 35 hours per week, however, the ability to work flexible hours may be required.

CULTURAL COMPONENTS

- Must possess knowledge, respect, and sensitivity of the Anishinaabe culture and be committed to helping Anishinabe families strengthen and achieve Mino Bimaadizowin (living the good life) through healthy level of well-being.
- Expert knowledge of Anishinabe history and oppression including colonization, government interventions including federal and provincial laws, jurisdictions, policies and effects to Anishinabek.
- Strong commitment to helping Anishinaabe children and their families in ways that respect Anishinaabe cultural and spiritual healing practices.
- Proven expertise in ability to perform with cultural safety, cultural sensitivity and cultural humility with skill to encourage healing.
- Honour all children and youth who may be in transition equally and strive to provide the required supports for Lesbian, Gay, Bisexual, Transgender, Queer and 2-spirited individuals to achieve healthy self-esteem and life enrichment.

WORK ENVIRONMENT

- Given the traditional practices of the Anishinabek, (from time to time) you may be exposed to wood smoke and the burning of sacred medicines, including tobacco, sweet grass, sage or cedar which may occur within the work setting.
- Positions in the field of Anishinaabe Child Protection can be both mentally and emotionally challenging. The nature of KGCFS 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.
- The incumbent can expect there will be times they will encounter inclement weather conditions during course of driving.
- All employees are required to follow the KGCFS COVID-19 Policy.

PHYSICAL DEMANDS

- Sufficient vision and hearing to perform all job duties.
- Able to perform physical and mental activities related to the job duties.
- Able to occasionally lift up to 12 kg (25lbs) and operate related equipment.
- While performing the duties of this job, the "Position" will typically be in an indoor setting, the delivery of activities will most likely be held outdoors.

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.

ACKNOWLEDGMENT OF RECEIPT

I certify that I have read, understand, and agree to the responsibilities assigned to the position. I further understand that other duties may be assigned, or my role modified as necessary to meet changing needs of the organization.

Print Name	Employee's Signature	Date (DD/MM/YYYY)

I certify that this job description is an accurate description of the responsibilities assigned to the position at present. Management reserves the right to amend roles or duties as required.

Denise Morrow		
Print Executive Director Name	Executive Director Signature	Date (DD/MM/YYYY)