



POSITION TITLE: Team Assistant	POSITION NUMBER: Various
DIVISION/BRANCH: Community Planning and Development	LOCATION: Various
CURRENT CLASSIFICATION LEVEL: Clerk R9	DATE: June 15, 2006
SUPERVISOR'S POSITION NUMBER: Various	SUPERVISOR'S TITLE/CLASSIFICATION: Supervisor of Administrative Services

PROGRAM

Community Living British Columbia [CLBC] delivers support and services to individuals with developmental disabilities and their families. CLBC staff strives to adhere to the corporate vision *Good lives in welcoming communities*.

PURPOSE OF POSITION

Reporting to the Supervisor of Administrative Services, the Team Assistant serves as a first point of contact and the public face of the Community Development & Planning [CP&D] office and, as such, is in regular contact with a wide variety of people from families, to community partners and other professionals in the community. The position operates in a 'semi-paperless' office environment and has primary responsibility for the establishment and ongoing maintenance of records. The position also provides reception, telephone, secretarial, and administrative support to the CP&D office.

JOB DUTIES AND ACCOUNTABILITIES

1. Provides administrative support to Manager, Facilitators and Supervisor by:
 - managing the electronic (PARIS) system and organizing files and systems as necessary for the efficient operation of an office;
 - ensuring that there is a positive approach to families and communities;
 - maintaining a "bf" system and "to do" lists;
 - establishing priorities and assignments;
 - maintaining a list of community events to assist Facilitators in identifying services for

individuals and families;

- collecting information for and maintaining a community information database to be used by facilitators and community members;
- provides administrative support in the areas of financial and personnel documents.

2. Performs reception and telephone in-take duties:

- receives incoming calls, retrieves voice mail messages from After Hours, identifies nature of call and information required, responds to general inquiries on a variety of government and community programs, takes messages and directs calls to appropriate staff;
- greets, screens and directs people with disabilities and their families to appropriate office and agency for service, establishes and maintains positive relations with people with disabilities and their families under possible adverse or emotional circumstances;
- searches management information system and PARIS for individuals with disabilities and their families' previous/current program involvement and updates electronic data base;
- maintains knowledge of staff whereabouts, books appointments and meeting rooms, monitors appointment list and notifies staff of arrivals;
- advises individuals with developmental disabilities and their families of initial and/or additional information or documentation required;
- verifies identification of individuals for release of imprest cheques for CIC's, bus passes, tickets, purchase authorizations, prints and records imprest cheques, ensures appropriate signature, and voids if necessary, monitors distribution and advises worker if cheques not picked up;
- keeps reception area neatly and orderly, stocks pamphlet rack, monitors and replenishes office stationary/supplies.

3. Maintains accurate, up-to-date documentation by:

- receives and assesses for distribution and scanning all new external written correspondence;
- researching material and other statistical data as required;
- ensuring computer information systems are updated;
- children in care have paper files maintained to the MCFD standard;
- registers, opens, updates, combines and closes files for various programs as required;
- Retrieves and send files from and to off-site storage.

4. Performs administrative services:

- manages the schedules of facilitators making appointments, coordinating meetings and making travel arrangements;
- notifies and alerts appropriate staff of emergency situations;
- transcribing from Dictaphone, handwritten or edited copy, operates word processor to prepare confidential documentation including: correspondence, reports, minutes, statistical tables and chronological records;

- revising, editing and reformatting documents as required;
- composing routine correspondence and acknowledgments;
- reviewing incoming and outgoing correspondence as required screening for anticipated supplementary information;
- provides administrative financial support with contracts and invoices by verifying and typing information;
- checks invoices for accuracy and completes routine payment documents;
- secures negotiable/control documents during the work day returning to safe at closing time;
- opens, date stamps and distributes incoming mail and faxes as required;
- completes courier slips and arranges for pick-up and delivery;
- arranges for outgoing correspondence including bulk mailing;
- maintains and controls sign-out sheets, books and keys for vehicles, tracks mileage for vehicles and notifies Supervisor of Administrative Services;
- arranges for service and maintenance of office equipment;
- assists with the training of reception and other processes;
- assists the Supervisor of Administrative Services as required.

5. Performs other related duties as required.

EDUCATION

Grade twelve diploma or equivalent education with at least three years administrative support/secretarial experience/training.

KNOWLEDGE, EXPERIENCE, ABILITIES AND SKILLS

Knowledge:

- good understanding of Manager and Facilitator requirements to effectively deliver person centered planning to persons with developmental disabilities and their families;
- good understanding of CLBC programs and resources.

Experience in:

- working collaboratively with others in an office environment;
- providing/obtaining information in-person, by phone and in writing;
- performing a range of administrative tasks supporting the delivery of services.

Ability to:

- work independently and as a team member with professional staff and service providers within a multi-disciplinary environment;
- clearly and effectively communicate, both orally and in writing to a wide range of

individuals with demonstrated patience and understanding;

- establish and maintain positive and productive working relationships with wide variety of individuals including colleagues, persons with developmental disabilities and their families, agency personnel, external stakeholders and the public;
- deal effectively with angry individuals and/or difficult situations; responding appropriately to obtain /convey information as necessary;
- interpret and apply a variety of Policies, procedures, guidelines, rules, terms and conditions to determine an appropriate course of action;
- organize workload effectively, efficiently and independently, achieving results within acceptable timeframes taking into consideration [*changing priorities / deadlines / volume / available resources / reporting relationships*];
- use computer applications to [*enter and retrieve data / access information / produce and edit a variety of effective correspondence, documents and reports*].

Skills:

- 50 words-per-minute keyboarding speed;
- technology literacy in standard computer applications – MS Word, Excel, Windows, Outlook, and the Internet;
- superior service skills;
- excellent listening skills with the ability to quickly grasp key issues;
- organizational and time management skills and the ability to manage several concurrent projects.

Competencies:

Service Orientation

Results Orientation

Teamwork and Cooperation

Special Requirements

- Applicant subject to a criminal record review

I confirm that:

- Accountabilities/deliverables were assigned to this position effective; (Date).
- The information in this position description reflects the actual work performed.
- A copy has/will be provided to the incumbent(s).

Name:

Signature:

Date: