

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2022-239

POSITION TITLE: Administration Team Lead	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-Time, CUPE 2289
# HRS / WEEK: 35	CONTRACT DATES: n/a
REPORT TO: Senior Manager of Case Management and Clinical Programs	HOURLY RATE: \$28.54
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The position of Administrative Team Lead provides administrative support to the Urban Health and Homelessness Services Department's (UHHS) Management team and supports the Receptionist at 260 Augusta. This position oversees office functions while acting as a central access point for information that supports programs and service delivery. This role is instrumental in helping with the development of administrative systems/processes that improve effectiveness and increase consistency across UHHS. This position reports to the Senior Manager of Case Management and Clinical Programs and is part of **CUPE 2289**.

MAJOR DUTIES:

- Addresses requests for information from managers, community partners and other departments within TNG as needed
- Sets up streamlined systems/processes to increase effectiveness, efficiency and consistency in practices (ordering supplies, safe/confidential storage of information, contact lists, onboarding lists, certification expiration dates, keys/fobs sign-in and out, etc.)
- Coordinate referrals for TCAT & Voluntary Trustee Programs and liaise with respective Program Coordinators and Managers
- Support administrative processes for the health clinic to support nurses and physicians (supplies, ICHA protocols, data entry via OSCAR, PHIPA, calls/faxes, etc.)
- Assists managers with administrative duties such as copying, calls, faxes, flyers, and projects as assigned, including with funding proposal preparation
- Assists with processes that facilitate the tracking/recording of statistical data related to programs and services and support the drafting of reports as required
- Assist the Leadership Team with scheduling, organization of electronic files, the development/maintenance of shared filing systems, etc.
- Track and follow-up on work orders submitted to address issues related to facilities/maintenance, janitorial services/cleaning and technology – referring these to the appropriate staff/managers
- Intervening and deescalating conflict or crisis situations that may arise
- Coordinates office equipment maintenance needs, connecting with service providers/contractors, monitoring services, and reconciling invoices for payment, etc.
- Provides administrative supports for the Receptionist at 260, including providing back up coverage (breaks, lunches, etc.)
- Assist in the financial processes/reconciliation of Visa cards, Managers' expenses and administrative petty cash for routine expenses

REQUIREMENTS & QUALIFICATIONS:

- Community College Diploma in relevant field (Business Administration) and 3 years' experience in social service programs in a community setting or combined equivalent of education and experience
- Ability to communicate effectively and high level of comfort engaging with a wide range of individuals including homeless and marginalized service participants, staff, managers, government program representatives and other community members and stakeholders
- Experience, alignment and commitment to harm reduction
- Knowledgeable and skilled with office equipment (copier, phone system, internet system, etc.) and experience coordinating maintenance services as needed
- Excellent written skills and proven ability to develop clear, concise and comprehensive written and oral reports; great attention to detail; experience supporting proposal/report writing an asset
- Familiarity and comfort using with crisis intervention and prevention, conflict resolution and negotiation skills
- Expert knowledge of Microsoft Office package, particularly Word, Excel and Outlook, as well as internet and e-mail, database, and data backup systems
- Familiarity with Catalyst, Pirouette, OSCAR and TGRIP databases is an asset

To apply, submit your resume and cover letter with "TNG2022-239" in the subject line of your email to:
careers@tngcs.org

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement