



Team Assistant

We are looking for an enthusiastic full-time Team Assistant to fill a newly created position supporting our Supports for Daily Living (SDL) and Attendant Outreach (AO) programs. Both programs provide high quality personal support and essential homemaking services within an independent living philosophy to frail seniors and person with physical disabilities living within Oakville, Mississauga and South Etobicoke.

The candidate we are looking for is experienced in handling a wide range of administrative support tasks including answering and redirecting calls as appropriate. This individual must be extremely well organized, a problem-solver and exhibit a caring and compassionate manner. The ideal candidate must be able to work independently with little or no supervision yet work with the broader team goals and deliverables in mind.

Hours of Work:

This is a full-time position and will be scheduled for 80 hours bi-weekly. The SDL and AO programs operate 7 days per week, 365 days per year. Flexibility to work extended hours and weekends is required.

POSITION RESPONSIBILITIES

- Responsible for organization and coordination of operations and procedures to support service delivery and quality in order to ensure organizational effectiveness and efficiency for the programs.
- Perform all general administrative and office duties; provide administrative support to Director, Managers and Community Supervisors.
- Systematically manage the flow of incoming referrals/admissions to program services and outgoing discharges/transfers, including document management, tracking of data, documentation and reporting requirements.
- Assist manager to respond to requests for consumer information from records and gather/prepare documents.
- Maintain database and hard copy filing systems in a methodical order.
- Assemble and prepare reports for operations, quality, financial and other reporting needs as required.
- Maintain and protect confidentiality at all times as per organization policies and legislative requirements.
- Perform other related duties as assigned.

SKILLS AND QUALIFICATIONS

- Post-secondary education in relevant office administration, health related or social service fields.
- Minimum 3-5 years related administrative experience.
- Demonstrated customer focused acumen excellent organizational skills and knowledge of principles of telephone etiquette.
- Must embrace and demonstrate Nucleus values at all times.

