

JOB DESCRIPTION

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| JOB TITLE | Program Assistant, Integrated Services |
| DEPARTMENT / PROGRAM AREA | Integrated Services |
| REPORTING TO | Manager, Integrated Services |
| LOCATION | |
| WEEKLY HOURS OF WORK | |
| SALARY GRADE | Band 5 |
| DATE | September 2011 |

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| GENERAL PURPOSE [Description of the purpose of the position, why does it exist what are key responsibilities?] |
| <p>Under the direction of the Manager, Integrated Services will be responsible for providing Program and Administrative support to members of Integrated Services Management.</p> <p>The position provides contract administration, data collection and reports to Integrated Services Management.</p> |

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

Direct Program Support

- Coordinates operational and administrative activities within Integrated Services Management by organizing the incoming flow of work and requests in order of priority.
- Responsible for coordination and administration of all contracts in reference to due dates, amendments and monitoring of required reports for such contracts related to Integrated Services.
- Collect data from various programs and provide reports as directed by Integrated Services Management for service contracts, legal agreements and quarterly reports.
- Creates templates and flow charts for program service, financial data reports for both internal and external use with community partners.
- Gathers information and acts as liaison with community partners, providers or other government agencies to assist management in preparing reports and proposals utilizing various computer programs including but not limited to Microsoft Office.
- Organize information and maintain databases as required for various programs within Integrated Services.
- Completes program specific downloads and data entry on a daily basis according to established procedures.
- Contacts relief staff for short term work assignments at the request of Integrated Services Management.

General Administrative Support, Meetings and Special Projects

- Provides general administrative support by preparing general correspondence, memorandums and a range of program reports as requested;
- Performs general office duties including filing, copying, scanning and faxing;
- Prepares for meetings including booking meeting rooms, preparing agendas, minute taking, ordering catering and setting up meeting facilities and equipment.
- Send invites and provide follow up contact with meeting attendees on behalf of management staff as required;
- Receives calls and provides appropriate responses and information based on departmental procedures;
- Other duties as assigned including providing back up relief to other administrative support positions in the organization as required.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace, that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Post Secondary Diploma in Office Administration/Legal Assistant or an acceptable combination of education and experience;
- Two (2) years directly related experience;
- Excellent knowledge of general office procedures and time management skills;
- Comprehensive knowledge of the principles and practices of effective communications, as well as familiarity with new communications technologies and application to public sector organizations;
- Proven experience in delivering high quality customer service – client centred, service-oriented, and a team player;
- Knowledge and experience associated with handling and modifying contracts and/or contract administration;
- Experience setting up meetings and public presentation facilities equipment;
- Excellent oral, written and editing skills, with the ability to adapt communications to different audiences and mediums;
- Computer proficiency, including all aspects of Microsoft Office Applications
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- Demonstrated respect of the confidentiality of privileges and sensitive personnel information;
- A valid Ontario driver's license and a vehicle available for use on the job;
- The ability to communicate in both official languages is considered an asset.

COMPENSABLE FACTORS

KNOWLEDGE

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

Undergraduate level (College) - Two years or equivalent.

EXPERIENCE

[Should be considered when the degrees of knowledge are established. It serves as a scale of measurement for the amount of practical experience that an average individual having the appropriate theoretical knowledge, specific education and specialized training, would require to be able to perform the job duties.]

Over one year, up to and including two years

JUDGEMENT

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job requires adapting established methods or procedures. Work involves a choice of methods or procedures.

MENTAL EFFORT

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Frequent periods of intermediate duration.

PHYSICAL ACTIVITY

[Measures the physical activity by the type and duration required to perform the duties.]

Light activity of long duration.

DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate coordination of fine movements, where speed is a secondary consideration.

ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in a serious loss of time or resources, or cause significant embarrassment within the organization and have limited impact on its public image.

SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Little degree of care required to prevent injury or harm to others.

SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.]

Supervisory responsibility is not normally part of the job requirement, but there may be a requirement to show others how to perform tasks or duties.

CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Tact and discretion required to deal with or settle requests, complaints or clarification of information

WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of frequent exposure.