



**Behaviour Unit Administrative Assistant 154R5-22-1**  
**Child and Family Services, Social Services**  
**Full-Time**

Applications will be received by Six Nations of the Grand River and Grand River Employment & Training (GREAT) for the Behaviour Unit Administrative Assistant with Child and Family Services, Social Services Department. The Six Nations of the Grand River Application for Employment Form, Job Posting and Job Description are available for printing from the [www.greatsn.com](http://www.greatsn.com) website. Online applications accepted through <https://www.vsciberhosting.com/sixnations/>. **The job posting will remain open until all vacancies are filled. Applications will be reviewed by the Selection Panel as they are received. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community.**

**JOB SUMMARY:** The Behaviour Unit Administrative Assistant reports to and works under the direction and supervision of the Behaviour Unit Supervisor. The Behavior Unit Administrative Assistant is responsible for reception in the Behavior Unit and for providing secretarial, clerical and administrative support as required and for the performance of other related duties as determined by the Supervisor. The Behaviour Unit Administrative Assistant works within the policies and procedures established by Six Nations of the Grand River.

<b>Type</b>	Full Time
<b>Closing Date</b>	Posting will remain open until position filled
<b>Term:</b>	Permanent
<b>Hours of Work</b>	35 hours per week
<b>Wage</b>	\$36,400 per annum

**BASIC QUALIFICATIONS:**

- Post-Secondary Diploma in Business Administration/Office Administration or three year of successful work related experience;
- Accurate typing and proficiency in oral and written communication skills;
- Knowledge of Microsoft Office Suite, case management software, desktop publishing software, email, and Internet use (booking travel, courier service and purchasing supplies); Considerable experience in the use of a variety of software packages including advanced knowledge of Microsoft Suite, e.g. Word, PowerPoint, Excel and Outlook.
- Competent in recording minutes (formats compatible with the Records Management requirements of record keeping); Considerable experience in the performance of secretarial and administrative support duties to upper management, handling a broad range of administrative matters, standard office practices and procedures
- Considerable experience in preparing and drafting standard correspondence, reports and editing complex reports, charts, tables and statements
- Must be resourceful, flexible, adaptable and possess a high degree of initiative

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.

- Will be knowledgeable about Haudenosaunee culture and the contemporary characteristics of the Six Nations' social structure;

**SUBMISSION PROCEDURE: (Choose one method ONLY):**

**Method #1: Online**

1. Please visit: <https://www.vscyberhosting.com/sixnations/> to access our job board and follow the directions to apply.
2. Please ensure all required documents are provided/uploaded with your application package, which include:
  - a. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
  - b. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
  - c. Copy of your education diploma/degree/certificate and transcript.
3. If you have any questions or need assistance please reach out to Melissa Stefureak, Staffing Officer at 519-445-2223 ext 5727 or via email at [recruitment@sixnations.ca](mailto:recruitment@sixnations.ca).

**Method #2: GREAT – Applications must include all of the following:**

1. Printed, filled in and authorized Six Nations of the Grand River Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Photocopy of your education diploma/degree/certificate and transcript.
5. Place all documents listed above in a sealed envelope and mail to or drop off at:

**Behaviour Unit Administrative Assistant – Full Time – 154R5-22-1**  
c/o Reception Desk  
Grand River Employment & Training (GREAT)  
P.O. Box 69, 16 Sunrise Court  
Ohsweken, Ontario NOA 1M0



**SIX NATIONS SOCIAL SERVICES,**  
**CHILD AND FAMILY SERVICES,**  
**BEHAVIOR UNIT ADMINISTRATIVE ASSISTANT**

**REPORTING RELATIONSHIP**

Reports to and works under the direction and supervision of the Behavior Unit Supervisor.

**PURPOSE AND SCOPE OF THE POSITION**

The Behavior Unit Administrative Assistant is responsible for reception in the Behavior Unit and for providing secretarial, clerical and administrative support as required and for the performance of other related duties as determined by the Supervisor.

**KEY DUTIES AND RESPONSIBILITIES**

**1. Technical Functions:**

- Answer all incoming calls and log or direct calls as required;
- Greet, assist and/or direct phone calls, in-person contacts and staff in a courteous and respectful manner;
- Provides back up and support to the other Unit Administrative Assistants and the receptionist in their absence
- Assists with the maintenance of employee time files;
- Assist in the compilation of monthly client statistics and the completion of reports;
- Maintains supplies and inventories for both equipment and nutritious snacks and refreshments
- Provide Behavior Unit workshop/group support when necessary;

**2. Administrative Functions:**

- Scheduling and coordinating meetings and coordinating meeting room use with the receptionist including but not limited to All Staff meetings, Team Meetings, Workshop/Groups Room bookings, Management meetings and Child and Family Services events;
- Attends meetings, takes/transcribes confidential minutes and distributes the minutes
- Maintaining an accurate, up-to-date filing system;
- Maintaining an inventory of supplies; requisitioning supplies as required on a monthly basis; Prepares purchase requisition for submission
- Prepares and processes various documents/statistical summaries/reports requiring the assessment and analysis of data using a variety of information systems
- Drafts correspondence, composes and types letters and memoranda and routes or answers correspondence
- Prepares and organizes materials (including confidential and employment/labour relation matters) and briefing notes
- Checks work for accuracy and conformity with regulations, policies and procedures and corrects/resolves outstanding/incorrect items prior to signature
- Participation in the preparation of budgets, work plans, program plans and special events;
- Coordinates and maintains a complex record/retrieval systems
- Performs special projects, special deliveries and photocopying as required

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- Make travel and training arrangements as directed;
- Maintaining a ledger of travel, supplies, training and advertising expenses and ensuring invoices are transferred to the financial unit for payment; Maintains supplies and inventories in addition to recording all financial invoices/receipts pertaining to the unit;
- Assist in the development of all methods of correspondence, i.e., emails, mail, facsimiles, social media, etc.
- Overseeing and ensuring deadlines and unit reporting requirements are met in a timely manner;
- Open, stamp, sort, log and distribute incoming and outgoing mail/correspondence;
- Develop appropriate forms/templates as directed; Operates various office equipment and computers utilizing a variety of desktop applications and corporate systems. Prepares presentation material utilizing detailed layout and formatting
- Record, type and distribute case conference minutes when requested to all parties;
- Input and print weekly unit itinerary; Records and distributes weekly unit itinerary
- Acquire quotes for items or supplies as requested by Supervisor and/or Manager;
- Design, print and distribute certificates for Unit Staff;
- Maintains schedules and calendars;
- Maintains continuous awareness of Council matters, administrative systems and procedures and major activities of the organization in order to provide effective administrative assistance.
- Performs other related work as assigned

### **3. Communications Functions:**

- Answer incoming calls, on multiple lines, accurately and professionally;
- Cancel/reschedule client appointments for staff when they are not available;
- Coordinate the flow of information both internally and externally;
- Building and maintaining respectful relationships with families, service providers within the Social Services department, departments under Six Nations Council and community services and agencies on and off Six Nations of the Grand River;
- Maintaining confidentiality by following the *Personal Health Information Protection Act (PHIPA)* and the *Personal Information Protection and Electronic Documents Act (PIPEDA)* compliance legislation regulations;
- Participate in regularly scheduled and ad hoc tem meetings;
- Attend / participate in community events;
- Work respectfully and effectively with children, family, and other community members; in particular with Elders;
- Effectively interpret and respond to community needs;
- Participate in team development and team approaches to problem solving;
- Role modeling as Behavior Administrative Assistant, the highest standards consistent with Six Nations Child and Family Services Code of Practice and Policies.

### **4. Other Functions:**

- Any other related duties as assigned by the Behavior Unit Supervisor which includes, but is not limited to, participation in the Six Nations Emergency Measures Plan and participation in Crisis Services.

### **WORKING CONDITIONS:**

- Work involves mental stress, subject to deadlines, interruptions and unscheduled hours, requires interaction with the public, flexibility of working afterhours and weekend events, and;
- Ability to take direction, prioritize and work independently;

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## **WORKING RELATIONSHIPS:**

### **Working with the Supervisor**

- Receives direction, guidance and discusses plans, and priorities and interacts to ensure tasks are done efficiently and effectively; receives instruction and supervision;

### **Working with Directors and Managers:**

- Provides information and assistance in a cooperative and courteous manner

### **Working with Six Nations Council staff and other Service Provider Agencies:**

- With courtesy, cooperation and team work represents Six Nations Social Services in a positive manner, promotes public relations by interpreting agency services to other organizations and community groups as needed, participates in recruitment activities
- Represents and promotes Six Nations interests related to Six Nations Social Services
- Develops sound professional working relationships.

### **Working with the Community:**

- Represents and promotes Six Nations Council and the Social Services Department in a courteous, cooperative and professional manner.

## **KNOWLEDGE AND SKILLS:**

### **Minimum Requirements:**

- Post-Secondary Diploma in Business Administration/Office Administration or three year of successful work related experience;
- Accurate typing and proficiency in oral and written communication skills;
- Knowledge of Microsoft Office Suite, case management software, desktop publishing software, email, and Internet use (booking travel, courier service and purchasing supplies); Considerable experience in the use of a variety of software packages including advanced knowledge of Microsoft Suite, e.g. Word, PowerPoint, Excel and Outlook.
- Competent in recording minutes (formats compatible with the Records Management requirements of record keeping); Considerable experience in the performance of secretarial and administrative support duties to upper management, handling a broad range of administrative matters, standard office practices and procedures
- Considerable experience in preparing and drafting standard correspondence, reports and editing complex reports, charts, tables and statements
- Must be resourceful, flexible, adaptable and possess a high degree of initiative
- A valid Ontario class "G" driver's license and a principal driver of a reliable vehicle;
- Must pass a Criminal Record Check before employment commencement; including successful passing of the vulnerable sector
- Ongwehonweh in preference to other applicants;
- Available to work flexible hours in accordance to working environment;
- Will be knowledgeable about Haudenosaunee culture and the contemporary characteristics of the Six Nations' social structure;

### **Other Related Skills:**

- Excellent organizational skills; Excellent organizational and time management skills, including attention to detail, and the ability to set priorities, meet deadlines and deal with conflicting priorities and work demands

- Excellent interpersonal skills, and excellent oral and written skills; Highly developed customer services and interpersonal skills and proven ability to communicate effectively, both orally and in writing, at all organizational levels, including members of the public and external contract
- Working knowledge of a multi-line telephone system
- Ability to perform duties with minimal supervision and exercise independent judgement and discretion as part of a team as required
- Strong analytical and problem solving skills with proven ability to handle sensitive issues
- Experience in budget administration
- Experience in planning and organizing appointments and meetings
- Ability to exercise independent judgement and discretion in dealing with highly confidential operational matters with management staff
  - Will be thoroughly familiar with Six Nations Child and Family Services' principals, policies and other service resources.
  - Health and Safety compliance

### **IMPACT OF ERROR**

- Errors in judgment and in the conduct of duties could lead to loss of credibility, poor public relations, and public confusion, serious impacts on clients and staff, in legal liability to self and to Six Nations Council.

### **CONTROL:**

- Works within the organizational structure and administrative policy and procedures established by the Six Nations of the Grand River Employment Policy
- Works within the Six Nations Social Services values, principles, and mission statement, and the Six Nations of the Grand River Child and Family Services policies as set by the Six Nations Council
- Works within the policies and procedures established through service contracts by the Six Nations Council and the funding agency (Ministry of Children and Youth Services), and within the legislation of the relevant legislation, i.e., Child and Family Services Act, Mental Health Act, Youth Justice Act.

### **CODE OF PRACTICE:**

- Working relationships with staff and Six Nations/Partnering Agencies are rooted in courtesy, cooperation and teamwork
- Respectfully practice team development and team approaches to problem solving
- Practice self-reflection, self-evaluation and wellness strategies to maintain our own wellbeing.
- Maintaining an openness to personal and professional growth and development
- Represent and Role Model the Principles of the Haudenosaunee when working and engaging with community members and clients.
- Sharing knowledge, values and principals of the Six Nations of the Grand River Child and Family Services at Special Events.
- Respect your environment through the upkeep of a clean and well-kept office/ common space.
- Uphold the highest safety standards by working with integrity and honoring the Six Nations of the Grand River Child & Family Services Policies and Procedures
- Carry out all required duties with a thoughtful, consistent and careful approach
- Maintain a respectful approach to individual beliefs and backgrounds when working with clients, staff and community members

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- Providing a safe and comfortable environment in which all staff can communicate and problem solve together.

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**DISCLAIMER**

This document describes the position currently available and is only a summary of the typical functions of the position. It is not to be understood as an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Child and Family Services reserve the right to modify job duties or the job description at any time.

**SIGNATURE**

This is to acknowledge that I have received a copy of this job description and understand its content.

\_\_\_\_\_ Signature of Employee

\_\_\_\_\_ Date

*Child and Family is committed to a candidate selection process and work environment that is inclusive and barrier free. In order to ensure candidates are assessed in a fair and equitable manner, accommodations will be provided to prospective employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code and the Six Nations Council policies.*  
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