

Job title:	SWIS Office Assistant (<i>Part-time</i>)
Department:	<i>SWIS Program</i>
Reports to:	<i>Manager, Welcome Centre and Immigrant Services</i>
Hours of work:	<i>8:30 a.m. – 4: 30 p.m.</i>
Issued:	

Job purpose

The Settlement Workers in Schools (SWIS) Office Assistant is responsible for day-to-day administrative support to the SWIS team. He/she supplies information regarding the SWIS program to newcomers, partners, school board representatives in addition to providing secretarial, and administrative support to team, in order to ensure that services are delivered in an effective and efficient manner.

Company Overview

The Community Development Council Durham (CDCD) is an independent, not-for-profit social planning organization that has been working to enhance the quality of life for individuals, families and communities in Durham for 50 years. We organize a variety of research, community development, and social planning initiatives as well as administer and deliver front line social service programs. Please visit us at www.cdcd.org for more information.

Duties and responsibilities

- Ensure established service standards and customer service excellence is maintained
- Assist with developing and implementing administrative practices to increase efficiency and enhance internal and external customer service
- Assist with promoting and marketing SWIS and other agency programs
- Provide support with scheduling, planning, and organizing SWIS meetings
- Respond to inquiries and information requested via the phone, email and in-person and forwards to the appropriate staff
- Organize and maintains SWIS program inventory and replenishes supplies
- Assist with photocopying program materials, and gathering resources for outreach
- Sets up workshop rooms for virtual and in-person WIN, NOW, Peer Leader and Reconnection events, etc., ensuring all required equipment and meeting supplies are available
- Assist with coordinating use of special equipment (e.g. laptops, projectors, etc.)
- Assist with minute taking at meetings as requested by Team Lead and Manager
- Data entry and statistical reporting, as required
- Other duties, as assigned

Core Competencies

Valuing Diversity and Social Change

Supports and promotes an environment that holds opportunities for all, regardless of race, ancestry, colour, ethnic origin, citizenship, creed, religion, sex, sexual orientation, age, family status, or disability; fosters a climate of inclusion, where diverse thoughts are freely shared and integrated. Understands social justice; all groups and individuals receive fair treatment and an equitable share of the benefits of society.

Culturally-Sensitive

Recognizes, understands, and applies attitudes and practices that are sensitive to and appropriate for people with diverse cultural socioeconomic and educational backgrounds, and persons of all ages, genders, health status, sexual orientations and abilities.

Job Specific Competencies

Customer Focus

Commit to meeting the expectations and requirements of internal and external stakeholders; acts with stakeholders in mind; values importance of providing high-quality customer service.

Interpersonal Skills

Ability to deal cooperatively with other staff, youth, newcomers, volunteers, funder agencies, government and community organizations. Actively listens to client and employee needs.

Develop Bridging Relationships

Bridge and maintain up-to-date contact information of youth based organizations that exist within Durham Region. Connect clients with SWIS staff who will provide referrals to appropriate agencies to assist clients in seeking employment, placements, volunteer opportunities and co-ops.

Oral and Written Communication Skills

Demonstrate proficient abilities to develop high-quality written correspondence and expresses excellent communication skills when dealing with clients and employees.

Organization and Time Management

Capable of organizing files and printed reports in an effective manner that allows easy access and to obtain. Plans effective ways to use time in order to accomplish job duties in a timely behavior.

Problem Solving

Ability to address a problem and facilitate ways in which to solve the issue. Potential to assist people with problems they may have and plan ways in which to help solve the concern.

Ability to work in a team environment and independently

Consistently collaborate with team members, sharing ideas and differences openly and respectfully; with demonstrated ability to work with and co-operate with a team.

Accountability

Takes responsibility for actions and mistakes; reliable; accomplishes goals, completes tasks, and meets deadlines or gives reasonable notice and explanation; is productive while maintaining accuracy and quality; acts in an honest, trustworthy and respectful manner; is punctual; follows through on commitments made.

Skills and Abilities

- Superior communication skills, oral and written proficiency in English
- Working knowledge of French would be a strong asset
- Excellent interpersonal/customer service skills including excellent telephone manner
- Promotes teamwork, co-creates a welcoming environment and a sense of belonging with the team.

Additional Requirements

- Ability to take initiative and work independently
- Excellent organizational and time-management ability.
- Multi-tasks at a high level and pays attention to detail
- High level of energy and a positive attitude
- Demonstrate a non-judgmental and positive approach to challenges and changes
- Ability to take initiative and be a strong self-starter who takes responsibility and is accountable for actions/decisions
- Results oriented, proactive, and resourceful with a quality-standards approach

Qualifications

- High School diploma and/or post-secondary education
- Knowledge of administrative and office procedures
- Two years related experience in the non-profit sector and a demonstrated ability to work in fast paced and changing environments
- Experience working with youth, newcomer families, people from various cultural, ethnic, and socio-economic backgrounds
- Proficiency in the use of computer programs for:
 - Word Processing
 - Databases
 - Spreadsheets
 - E-mail
 - Internet
 - Marketing & Newsletter publication
- Proficiency in additional languages other than English would be a definite asset

Special Conditions

The Office Assistant will need to be flexible in the case of attending evening and/or weekend meetings and events as required. These meetings could occur at CDCD or off-site.

The Office Assistant will work out of an office environment and will be required to lift up to 20 lbs. Prolonged sitting is required.

The job incumbent may be required to perform other duties as assigned.

This is a part-time position, subject to funding.

TO APPLY: Please submit your resume and cover letter on or before September 25, 2020 via email, with “SWIS Office Assistant” in the subject line, to: hr@cdcd.org

We would appreciate no phone calls or agencies. We would like to thank all applicants for applying for this position, however you will only be contacted if your candidacy is being considered. Community Development Council Durham is committed to an inclusive, transparent and accessible recruitment and selection process. If you are invited to attend an interview and require an accommodation, please advise us in advance of our meeting.