#### EXTERNAL POSTING

(February 2020)

The Canadian Mental Health Association, Ottawa Branch (CMHA) is a private non-profit charitable organization dedicated to promoting good mental health and improving the quality of life for individuals experiencing serious mental illness. The **Community Support Services** of CMHA provides outreach and long-term intensive support to individuals with serious mental illness and substance abuse disorders who are homeless or at imminent risk of becoming homeless.

**CMHA currently has a vacancy for the following position:**

**Administrative Assistant – Systems Navigator Team**

**Bilingual Essential**

**Permanent**

### Type of Position: Permanent Full-Time

**Hours of Work:** 35 hours per week, Wednesday to Sunday, 9:00am – 5:00pm

**Pay Rate:** $25.96 - $27.17 per hour

**ROLES AND RESPONSIBILITIES:**

Under the direction of the Program Manager, the Administrative Assistant for the Systems Navigator team will be responsible for the management of new referrals, the management of both the paper and database files, appointment booking, clerical duties including minute taking and responding to phone calls. This position may include various other duties including cover-off for other administrative functions within the organization.

**ESSENTIAL MINIMUM QUALIFICATIONS:**

**Education:** College Diploma in Business or Medical Administration.

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**Experience and Knowledge:**

* Three years secretarial, administrative and clerical experience
* Comprehensive knowledge of privacy and confidentiality of client information and relevant laws regarding disclosure of information**.**
* Experience working in a non-profit organization; experience in the area of mental health, homelessness and addictions an asset.
* Knowledge of community based and hospital in-patient/out/patient resources.
* Experience working with a variety of computer software programs including Microsoft Office Suite and Excel.
* Experience with maintaining electronic files and database systems including file conversion and database searches.
* Experience maintaining a busy phone line including appointment booking, follow up referrals and triaging.

**Skills:**

* Ability to establish positive and supportive relationships.
* Ability to work independently in a non-structured environment.
* Ability to work in a manner that ensures both worker and client safety
* Demonstrated strong belief in a client-directed practice.
* Demonstrated non-judgmental attitude toward individuals who choose alternative lifestyles.
* Ability to respond appropriately to crisis situations; willingness to be trained in crisis intervention and suicide prevention.
* Ability to maintain client files as required by the program, demonstrating appropriate practices such as time management, confidentiality and the ability to work safely without onsite supervision.
* Ability to write in a clear and concise manner including the ability to take minutes, create letters and other documentation.
* Ability to plan and organize assigned work, and adhere to set timelines.
* Ability to pay attention to detail and to review own work for accuracy and completeness.
* Ability to multi-task.

**DESIRED QUALIFICATIONS:**

**Personal Suitability:**

* Maintains a mature problem-solving attitude while dealing with interpersonal conflict, potentially hazardous conditions, personal rejection, and hostility or time demands.

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* Adapts to changing circumstances or demands and show flexibility in meeting objectives.
* Works with other professionals particularly from other disciplines to problem solve and achieve common goals in a participative manner using a cooperative approach.
* Communicates with others in a warm and helpful manner while simultaneously building credibility and rapport.
* Takes action in solving problems while exhibiting judgment and a realistic understanding of issues; able to use reason, even when dealing with emotional topics/situations.
* Works in a manner that is consistent with existing policies and procedures; conforms to established policies and procedures.
* Uses a systematic approach in solving problems through analysis of problem and evaluation of alternative solutions.
* Creates positive energy (motivation) in both individuals and groups.
* Desires to engage in continuous learning and professional development.
* May be exposed to unpleasant conditions, second-hand smoke, verbal abuse, threat of physical abuse and communicable diseases. Must be able to climb stairs.

**Language:**

* Bilingual (French and English) essential.

**Application Deadline:**

Please submit a résumé to **Recruitment at** [**recruitment@cmhaottawa.ca**](mailto:recruitment@cmhaottawa.ca)**.**

*The Canadian Mental Health Association is committed to developing inclusive, barrier-free selection processes and work environments. If contacted about this job posting, please advise us if you require any accommodations regarding the interview process.*

Applicants who receive a conditional offer of employment must produce a **Vulnerable Sector Police Records Check**, proof of academic achievement and meet all legal requirements for driving.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

**JOB DESCRIPTION**

**POSITION:** Administrative Assistant

**OVERALL RESPONSIBILITIES:**

Responsible for the day-to-day administrative services at the Branch in conjunction with the CMHA programs and services.

**SPECIFIC TASKS AND RESPONSIBILITIES**:

* Responsible for the distribution and coordination of all educational material
* Responsible for coordination or workshop/training sessions registration and preparation
* Responsible for coordinating and managing the preparations for annual events such as the Annual General Meeting, conferences, and other events as they arise
* Responsible for processing data entry as required
* Responsible for coordination of mail distribution internally and externally
* Responsible for assisting with any computer-related work as directed by supervisor, including but not exclusive to the preparation of flyers, reports, minutes and agendas
* Responsible for project management on an as-needed basis as directed by supervisor and or Executive Director
* Responsible for assisting staff with minor computer difficulties related to working knowledge of computer systems
* Responsible for providing all administrative support to staff and clients
* Responsible for responding to information and referral inquiries, assessing and directing them appropriately.

**QUALIFICATIONS**:

* Bilingual essential
* Exceptional interpersonal skills reflecting a pleasant and helpful manner at all times
* Demonstrated ability to work independently with little supervision
* Demonstrated ability to take initiative and to manage projects and tasks from beginning to completion
* Exceptional problem-solving skills
* Minimum College certificate in administrative support services
* Demonstrated exceptional working knowledge of Word, Excel, Power Point and Microsoft Outlook
* Ability and willingness to upgrade computer skills and knowledge as required
* Minimum two years working in human services field