



Métis Family Services

#312 – 7485 130th Street
Surrey, BC V3W 1H8

Telephone: (604) 584-6621

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Job Title:	Program Assistant		
Department	Family Services		
Classification	Administrative Support - Delegated Programs - Wage Grid 07		
Reports to	Intake Team Leader		
Date Prepared	August 2, 2019	Closing Date:	August 16, 2019

Job Summary:

Provides administrative support to teams of the agency. The Program Assistant works with some degree of independence. The Program Assistant will receive assignments from the Team Leaders, and other professional staff, who remain responsible for the performance of the work assignments. The Program Assistant will provide support to professional staff in the assigned team serving children and families.

Reports to: Intake Team Leader

Key Duties and Responsibilities:

- Assists delegated teams with: filing according to standards and practices; recording and typing team meeting minutes; types CPOCs for workers when needed; prepares files for Government storage offsite, (after 18 months on-site); reviews CPOC list for overdue/completed reports; arranges out-of-office meetings and bookings for presentations, seminars, catering etc. for team; types and proof reads confidential material, including letters, memos, CPOCs and various reports; corresponds with Social Workers in different MCFD offices in regards to court documents, services, etc;
- Providing supervised access for children in care (e.g. incumbent would call agency that provides the service and schedules the visit supervisor to affect the service); provides transportation for children to attend visits with families and/or Assists with supervising visits. Ensures the safety of visitation site for clients; Maintains strict confidentiality of information;
- Provides administrative support by pulling file information at the request of staff; arranging photocopying documentation for court; taking photographs for file purposes at the direction of staff (i.e. taking ID photo of clients to be attached to file; preparing routine payment documents for professional staff approval; preparing required information to initiate contracts; liaising with other ministries and agencies as required; to initiate services or resolve problems maintaining a “to do” list establishing priorities and assignments; setting up and maintaining files.
- Assists Child Protection teams with: pulls file information as requested; photocopies documentation when required; cataloguing closed files and storing; opens and closes files for all teams; receives transferred files from MCFD, reviews and opens new files and new volumes; daily filing for all teams; conducts prior contact checks and attaches to intake forms; Check, print and distribute after hours at the beginning of the day; Prepares disclosures for the lawyers and sends files to lawyers’ offices.

- General office duties include: receiving, sending, recording in/out faxes; checks and responds to emails and distributes to various employees; photocopies and distributes various information to staff; sends and receives parcel via courier, as needed; complies various resource materials for MFS resource library; changes and stores security tapes; relieves reception for break time, as needed; helps coordinate and set-up for various events, i.e. Foster Parent Appreciation Luncheon, Children's Christmas parties and Honouring ceremony. Order supplies, as needed.
- Daily checks with After Hours and distributes reports to Team Leader, Social Workers and Duty Worker, as required.
- Performs other related duties, as required.

Qualifications, Education and Experience:

Completion of Grade 12 plus completion of a program up to one (1) year certification in business or office administration, or the equivalent education and experience. Six (6) months of general office experience that includes reception and clerical functions. Preferably with experience in a child welfare environment and have knowledge of ICM and MIS systems.

Job Skills and abilities:

- Communicates effectively orally and in writing.
- Organizes work and carry out the duties of the position with independence and attention to detail.
- Deals effectively with others.
- Effectively uses the computer application programs and other office equipment.
- Maintains confidentiality of all accounts and records.

OTHER REQUIREMENTS:

Criminal Record Check; Class 5 Driver's License and Abstract; reliable form of transportation.

Rate of pay: Delegated Programs Wage Grid 7: \$21.83 to \$24.59 per hour

Start date: As soon as possible

Please clearly state the position you are applying for and forward your resume & cover letter to the attention of Kay Rampersad by email to: HR@metisfamilyservices.ca

This position requires union membership.

Metis Family Services thanks all applicants for their interest in this career opportunity; however, only those considered for the position will be contacted. No telephone inquiries please.