



Métis Family Services

Fax: 604 582-4820

312-7485-130 Street, Surrey BC V3W 1H8

Phone: 604 584-6621

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Job Title	Program Assistant – Full Time Permanent		
Delegated Programs	Administration	Administrative Support – Delegated Programs	
Classification	Program Assistant Grid level 9		
Reports To	Director of Finance and Administration		
Date Prepared	March 15, 2022	Closing Date	Open Until Filled

Job Summary:

This position provides administrative support to the teams of the Metis Family Services programs. Program Assistant will provide support to professional staff in the assigned team serving children and families. This position has a primary focus on providing day-to-day program support within the social services office. This position reports to the Director of Finance and Administration and receives supervised program guidance and requests from delegated staff, including: executive director, directors, team leaders, and social workers. This position requires strong administrative skills and knowledge to provide program support in delegated programs such as child protection, guardianship, resources, adoption, and/or non-delegated programs such as family strengthening, early years, and other preventive programs. This position provides support to either one program or a broad number of programs. This position is a point of contact for program(s) and there is a requirement for a greater knowledge of how the social services office relates outside of the Agency, with MCFD, service providers, community organizations, and other public service organizations.

Reports to: Director of Finance and Administration

Job Overview and Key Duties and Responsibilities:

To provide program support, general administrative, records management, and clerical support to agency programs, working directly for professional staff on program responsibilities.

Records Management:

- Manages physical and electronic files according to standards and practices e.g. set-up, open, maintain and close files; prepares files for off-setting for Government storage offsite.
- Pulls file information as requested; receives transferred files from MCFD and other delegated agencies, reviews and opens new volumes, if needed, generates prior contact check reports; transfers files to MCFD and other delegated agencies.
- Searches information system for client’s previous/current ministry involvement and updates electronic data base.
- Ensures all relevant documentation has been completed, printed, and filed accordingly.
- Checks, prints, and distributes after hours memo throughout the day, as needed.
- Prepares and sends file disclosures for the lawyers and other regulatory agencies.
- Assists in corresponding with Social Workers and other professionals in different MCFD offices and other agencies regarding court documents, services, etc.
- Assists in completing and serving court documents as per professional staff’s direction (i.e. “serving” means “hand to” on agency premises).
- Transcribes, updates or edits reports, as needed.

Supervised Access for children in care:

- Responsibilities include: arranging supervised access at MFS sites, in the community, or other locations. Coordinates all aspects for the visit, such as: location, transportation, schedule, and other planning.
- Coordinates with MFS staff as needed to complete duties.
- Acts as a backup to support the supervised access, as needed.
- Provides transportation for children or families accessing supervised access using MFS vehicles.

General office duties:

- Records and type team meeting minutes; arranges out-of-office meetings and bookings for presentations, seminars, catering etc. for team: types and proof-reads confidential material, including letters, memos, and various reports;
- Reviews incoming and outgoing correspondence as required for screening/for further action.
- Processes a variety of documents and/or contracts (i.e., purchase documents, taxi orders, applying for medical coverage for child services files, updating medical forms).
- Attends to shared photocopiers' needs e.g. ink ordering and replacement, repairs, maintenance scheduling.
- Covers reception duties, as needed.
- Helps in coordinating and setting up for various events.
- Order office supplies as well as clients' supplies e.g. bus passes/tickets, as needed.
- Pick up grocery/food items for the Agency's daily use or as needed.
- Provides general administrative and clerical support to the office, as required.
- Performs other related duties, as required.

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.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).

Core Competencies:

Results Orientation, Service Orientation, Teamwork and Co-operation, Cultural Agility, Information Seeking, Planning, Organizing and Co-ordination, Concern for Order

Job Requirements**Education/Experience**

- Grade 12 graduation or equivalent (GED) Grade 12 graduation or equivalent (GED) plus completion of a program with up to a one (1) year certification in Business or Administration or the equivalent of education and experience.
- One year of administrative support experience in an office environment.
- Six months experience working in a technological environment using various computer applications and data bases. (For example: Microsoft Office applications (Word Excel, Outlook, Skype) for word processing, spread sheeting, data entry, email, and video teleconferencing; case management or other database applications. Consideration may be given for completion of an Administrative Business Skills course or program as experience equivalency.



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- Experience providing quality customer or client service, carrying out duties and responding to client needs in a professional manner.
- Demonstrated experience working independently and as a team member with a multi-disciplinary environment and with other professional staff, client, and service providers.

Preference may be given for:

- A certificate/diploma in Business Administration and/or Public Administration.
- Administrative experience working with vulnerable children and families in a human and/or social services setting.

Other Requirements:

- Must have a Criminal Record Check completed by and satisfactory to Métis Family Services.
- Valid Class 5 Driver's License; Driver's Abstract and a reliable and safe vehicle Criminal Record

Rate of Pay: Program Assistant, Grid Level 9: \$23.9610 - \$27.0265 an 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.