

## PQCHC – JOB POSTING

**PQCHC is an equal opportunity employer and values diversity in its workforce.**

**If at any stage in the selection process you require an accommodation due to a disability, please let us know the nature of the required accommodation.**

<b>JOB TITLE:</b>	Community House Administrative Support	<b>JOB #:</b>	<b>2013-0039</b>
<b>Status:</b>	Term Contract (June 1, 2017 until March 31, 2018)	<b>Hours:</b>	10 hrs/week
<b>Benefits and eligibility:</b>	4% In lieu of vacation/benefits	<b>Pay scale:</b>	\$17.235-20.276/hour
<b>Application deadline:</b>	Friday May 19, 2017 at noon		

### Job Summary

The Administrative Support provides administrative support for the five PQCHC Community Houses to facilitate data collection and evaluation processes.

### Job Specific Responsibilities

#### 1. Direct Client Service

- Responds to general inquiries from the community via telephone, email, social media and in person.
- Assists individuals and families to register with the Community House in their area
- Assists individuals and families to complete surveys related to evaluation and program planning
- Assists with outreach to engage families and provide knowledge in Community House programs available

#### 2. Clerical

- Assists the Community Houses with data collection and data entry in a variety of formats
- Assists the Community Houses with photocopying, scanning and filing as needed
- Assists in pulling data reports for program planning and reporting purposes

#### 3. Administrative

- Supports the Community Houses to develop common data collection tools
- Provides assistance in reporting duplication in tools to support streamlining
- Provides general administrative support as needed

#### 4. Teamwork and Collaboration

- Works collaboratively with the five Community House Coordinators and Community House staff
- Participates in Community House and Community House Coordinator meetings as needed
- Participates in team and general staff meetings as scheduled.
- Provides support to team members as needed.

### STANDARD CHC EMPLOYEE RESPONSIBILITIES

As an employee of Pinecrest-Queensway Community Health Centre, this position is responsible for the following:

#### 1. Administrative

- Working in a manner that preserves confidentiality and seeks to minimize risk in keeping with

### HUMAN RESOURCES

**Pinecrest-Queensway Community Health Centre**

**1365 Richmond Road, 2nd Floor Ottawa, ON K2B 6R7**

**Fax: 613-288-3407 email: [hr@pqchc.com](mailto:hr@pqchc.com)** (Microsoft Word format only)

Due to the high volume of applicants, we can neither confirm receipt of nor respond to inquiries regarding your application.

Only candidates selected for interviews will be contacted.

Privacy and Confidentiality Policies and Procedures.

- Contributing to the Centre's activities to collect, analyse and report on data and relevant information, and participate in research.
- Maintaining competence, and where applicable, a professional licence to practice.
- Contributing to the Centre's practices of hiring, orienting and training of staff.
- Working during both regular and extended hours of operation in locations identified by the Centre.
- Submits requests for leave and overtime worked in a timely manner.
- Complies and adheres to all applicable Centre policies and procedures.

## 2. Organizational

- Working in a manner that incorporates health promotion and recognizes the determinants of health.
- Incorporating and strengthening collaborative and interdisciplinary teamwork.
- Respecting and valuing the diversity of communities and individuals.
- Supporting the Centre's student and volunteer placement programs.
- Promoting awareness of and participation in Centre activities.
- Contributing to the Centre's work by participating in meetings and committees.
- Contributing to the Centre's efforts to secure and maximize resources for current and new programs, services and activities.
- Participating in the Centre's efforts to enhance its capacity through staff development.

## 3. Occupational Health and Safety

This position must also work within the scope of all legislative and Centre policies related to Occupational Health and Safety. In this capacity:

- Participates in Occupational Health and Safety training as required by the position:
  - First Aid/CPR
  - WHMIS
  - Workplace Violence Prevention
  - Health and Safety Awareness
  - Accessibility Training
  - Non-Violent Crisis Intervention
  - Other: \_\_\_\_\_
- Uses personal protective equipment when required (e.g. gloves, masks, panic buttons, etc.)
  - a) Personal protective equipment as per WHMIS

### Qualifications

#### 1. Education

- High School Diploma and post secondary training in office administration or related program, or equivalent combination of experience and education.

## **2. Professional Experience**

- 2-3 years administrative support experience, preferably in a human service setting.

## **3. Key Competencies**

- Experience working with the public in community based settings
- Proficient in computer based software applications, including MS Excel, Word, Outlook, PowerPoint and Publisher
- Experience with data entry and working with Excel
- Knowledge of PQCHC catchment area and issues facing families living in low-income communities would be an asset

## **4. Linguistic Profile**

- Other languages, particularly Somali, Arabic and French, an asset

## **5. Personal Suitability/Other Requirements**

- Ability to work flexible hours is mandatory; position involves evening and weekend work
- Strong attention to detail
- Communication skills, both oral and written, for a variety of audiences
- Ability to multi-task and juggle multiple competing priorities
- Ability to work at multiple sites and with multiple staff teams
- Ability to work flexible hours, including occasional evenings and weekends