



Fontbonne Ministries

Community Administrative Support

JOB DESCRIPTION

ORGANIZATIONAL OVERVIEW

Fontbonne Ministries was founded in June 2000 by the Sisters of St. Joseph of Toronto to respond to changing societal needs. Sponsorship of Fontbonne Ministries was transferred to Catholic Health Sponsors of Ontario (CHSO) on February 2, 2022.

Fontbonne Ministries offers a variety of programs and supports addressing food and housing insecurity, social isolation, and loneliness.

POSITION OVERVIEW

Reporting to the Program Manager and working closely with the program team, the Community Administrative Support role is a full time onsite position that is accountable for the smooth operations of the Reception area at the Fontbonne Ministries Mustard Seed 791 Queen St E site, and for various administrative and operations functions. This is a pivotal, busy role in that is the first point of contact for the public. It requires unwavering hospitality and courtesy be demonstrated towards a diverse population, including vulnerable people and older adults. This is an integral role that deals with competing priorities and requires comfort and understanding with vulnerable populations. This unique role supports all members of the team with their program operations, as well as responding to participant needs, in a busy work environment.

AREAS OF ACCOUNTABILITY

Accountable for:

Acting in accordance with Fontbonne Ministries, mission, vision, values and policies in all dealings.

Administration

- Assisting with tracking program metrics and data entry for reporting purposes.
- Screening, booking and scheduling clients for various programs and providing updates as relevant.
- Preparing team correspondence, including meeting minutes, and program reports as required.
- Assisting with organizing special events which may include preparing materials, and scheduling duties.
- Engaging actively in organizational training sessions, planning sessions, staff meetings.
- Participating in special projects and research activities as assigned by the Program Manager.
- Maintains bulletin boards, information table and pamphlet areas and maintains a neat reception space.
- Serving on internal and/or external committees as required.

Public, Program and Participant Support

- Welcoming & greets the public, including triaging requests, enforcing IPAC procedures, directing participants and visitors to programs or areas in the building for service.



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- Working with team members in preventing and appropriately handling crises in programs and in the building.
- Attending to diverse program support needs including but not limited to assisting with setting-up, monitoring supplies, tracking registration and bookings, and cleaning-up.
- Providing general community service resources information to program participants upon request.
- Recognizing escalating situations and follows established protocols to apply de-escalating techniques and if required, obtain assistance.
- Answering questions about the organization and Fontbonne Ministries programming.

Clerical Functions

- Answering the reception phone and monitors all incoming general voicemail messages, and email inquiries.
- Assisting with photocopying and faxing, and preparing information program/training packages.
- Maintaining daily program attendance, sign-in, scheduling logs.
- Supports event/meeting preparation through recording, collating and distributing communication.
- Ordering and maintains office and program supplies.
- Maintaining petty cash and receipt tracking.

Other Responsibilities

- Performing other duties as required.
- Providing back up to other Program staff during periods of vacation, illness or other absences.

EDUCATION

- 2-5 years' experience as a receptionist or administrative assistant, in a clinical, social service related environment.
- First Aid/Level C CPR Certificate (or willingness to obtain) an asset.
- De-Escalation Training or CPI Training an asset.

EXPERIENCE

- Experience working with individuals who are precariously housed or homeless, and persons living with complex behaviours including mental health and substance using issues or combined equivalent of education and experience.
- Minimum 2-3 years of direct experience in an Administrative (or related capacity) an asset.

SKILLS & KNOWLEDGE

- Demonstrates knowledge with anti-racism/anti-oppression approaches.
- Ability to prioritize with specific attention to detail is essential



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- Awareness of and sensitivity to the health issues of a diverse community and marginalized populations, and the impacts of experiences such as colonization, violence and trauma on individuals and communities.
- Ability to recognize escalating situations and respond in a de-escalating manner.
- Aptitude to work independently as well as collaboratively within teams.
- Ability to interact with people living with a wide range of social, emotional, physical, financial and/or mental health issues.
- Demonstrates capacity to thrive in a dynamic work environment requiring excellent troubleshooting skills
- Exemplary interpersonal and communication, both oral and written, skills.
- Proficiency in the use of computers and various software applications including Microsoft Office.
- Excellent organizational and problem-solving skills.

ATTRIBUTES

- Versatile/adaptable
- Reliable
- Patient
- Perceptive
- Shows initiative
- Kind/caring
- Team Player

WORKING CONDITIONS

- Full time position that is onsite
- Comfortable working in a faith-based environment
- May require bending and lifting intermittently
- Some evening and weekend availability may be required
- May require flexibility in working locations and working remotely
- Must comply with organizational COVID-19 safety protocols and all related policies including mandatory Vaccination Policy

Please apply in writing by March 31, 2023

Applications/Resumes may be faxed (416) 429-7921 or emailed CSJHR@csj-to.ca .

Fontbonne Ministries values inclusivity and diversity in the workplace. We are committed to providing accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (“AODA”). If you require accommodation during any stage of the recruitment process, please notify Human Resources CSJHR@csj-to.ca or (416) 467-2635.

While we thank all applicants, only those selected for an interview will be contacted. Any information obtained during the course of recruitment will be used for employment recruitment purposes only.