



INTERNAL/EXTERNAL POSTING

SUPPORT STAFF AND RECEPTION BACK-UP ONE (1) TEMPORARY FULL-TIME POSITION (35 HOURS/WEEK) SIX (6) MONTHS UNTIL APPROXIMATELY DECEMBER 31, 2019 LOCATION: WINDSOR OFFICE

CMHA-WECB uses a collaborative, shared-care approach to mental health. The organization provides flexible, one-to-one support, using a least intrusive approach to service delivery, for individuals living with mental illness so that they may improve their quality of life and enjoy productive and satisfying lives within the community.

Reporting to the Manager of Administration and Governance, the incumbent completes a range of secretarial and clerical services to agency staff. Tasks include typing, filing, record keeping, scheduling, administrative support, reception and other duties as assigned for clients and staff.

Position Responsibilities and Duties:

1. General Duties

- Replacement for other support staff as required
- Conduct special projects as assigned by the Administration and Governance Manager

2. Mental Health Services Support duties include the following and are shared with other Admin Support Staff:

- Travel arrangements for unionized employees as part of reception duties
- Provide a complete range of administrative support to managers for frontline work
- Oversee the auditing process to ensure managers are aware of due dates
- Provide back-up coverage for Support Staff – Central files, scanning and uploading documents when needed

3. Reception

- Assist the Bilingual Receptionist with primary reception duties as outlined in the position description which may include some of the following duties:
 - Answer phone enquiries, take messages, refer callers to appropriate personnel and provide information as requested
 - Greet visitors and respond to enquiries, making referrals to appropriate personnel, providing and/or taking information and dealing with clients and the general public in a professional manner
 - Schedule psychiatry/medical appointments for clients and follow up with Frontline workers regarding appointment times
 - Schedule meetings, room bookings and set-up, including food orders when needed
 - Cancel appointments for frontline worker after receiving the information from the sick line
 - Monitor and document sick days called in by staff using Outlook and notifying the appropriate staff

4. Mental Health Promotion Support

- Provide support for Mental Health Promotion (i.e. monitoring inbox/calendar, tracking requests and then coordinating with a member of the mental health promotion team)
- Filing and meeting preparation support
- Raisers Edge (software) assistance
- Preparation for Mental Health Education meetings i.e. catering needs, document preparation
- Assistance with donation pick-ups
- Assistance at CMHA fundraising events and Mental Health Promotion events
- Conduct special projects as assigned by the Manager, Administration and Governance

Education and Skills:

- Recent relevant experience in a secretarial capacity and must have completed secondary school education with additional courses in office administration or secretarial skill development
- 1 year of related and relevant experience in a busy office setting
- Advanced computer skills in the Windows operating environment including Microsoft programs, Outlook, Word, Excel, and Access
- Typing speed of 50 wpm
- Demonstrated ability to operate all standard office equipment including multi-line switchboard, photocopier, and scanner
- Excellent organizational skills are required to organize and schedule people or tasks
- Manage bring forward systems to ensure timelines are met while being sensitive to time constraints and resource availability
- Ability to communicate effectively with the public, professionals, staff and clientele of the organization in written and oral form
- The candidate must project credibility, recognize sensitive information, maintain confidentiality, and be able to take action in solving problems while exhibiting judgement and a realistic understanding of issues
- Ability to manage ambiguous situations or difficult client issues in a sensitive, responsive and timely manner
- Valid Ontario Driver's License and means of transportation;
- Bilingualism in both official languages at the advanced level is an asset for all positions;

Hours of Work:

Thirty-Five (35) hour work week. Flexible hours are required to meet service needs.

The agency's regular hours of operation are Monday to Friday, 8:30am to 4:30pm.

Salary range: Grade 4, \$20.88– \$25.39 per hour
Per 2015-2018 Collective Agreement

Please forward your cover letter and resume clearly stating how your skills and experience meet the position requirements quoting posting reference **CMHA #12-2019 by 4:30 pm Friday, June 14, 2019 to careers@cmha-weeb.on.ca**

Notes: Qualified internal staff will be given preference to this position.

This position is posted per Article 15 of the Collective Agreement.

CMHA strives to establish and maintain an inclusive workplace and believes that the diversity of our workforce is an invaluable asset. We are committed to following recruitment and selection practices that ensure all candidates are given a fair opportunity for employment with CMHA.