

## JOB DESCRIPTION

BCGEU

1. Position No. 82224	2. Descriptive Working Title Team Assistant, Women's Transition Housing & Supports Program		3. Present Classification Clerk IV
4. Branch Operations	5. Department Women's Transition Housing & Supports Program (WTHSP)	6. Work Location Hybrid – Site Central	Date May 2023
7. Position No. of Supervisor 80713	8. Descriptive Work Title of Supervisor Director, Women's Transition Housing & Supports Program		9. Classification of Supervisor Excluded Mgmt
10. Job Summary:			

Reporting to the Director, Women's Transition Housing & Supports Program (WTHSP), the Team Assistant, Women's Transition Housing & Supports Program, provides administrative support to the WTHSP team to ensure the effective portfolio administration and development, delivery, and advancement of programs and initiatives. He/she/they performs general administrative and operational support functions and acts as the administrative liaison working with internal and external stakeholders.

11. Duties:	
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1. Provides administrative support to the Director, Women's Transition Housing & Supports Program and the WTHSP team as needed, including managing calendars and contacts, scheduling meetings, recording and distributing meeting minutes and drafting correspondence.
2. Creates, maintains and updates various databases, templates, spreadsheets, distribution lists, contact directories and relevant systems, ensuring adequate documentation, filing and record keeping for WTHSP projects and programs.
3. Acts as an administrative liaison and maintains an effective working relationship with internal and external stakeholders to gather and provide information and conduct administrative tasks to support the delivery of the Women's Transition Housing & Supports programs.
4. Participates in the development and enhancement of business and administrative tools, templates, forms, and processes to support departmental operations. Proactively identifies areas for improvement and provides recommendations.
5. Arranges, coordinates and provides organizational and logistical support for meetings and training by preparing and sending meeting and training-related correspondence including invitations, agendas and resource materials, booking venues, and organizing logistics for virtual meetings, catering services, travel and accommodation bookings.
6. Coordinates participant access to training initiatives, runs reports to track and monitor participant enrolment and training initiatives completion.
7. Compiles data and information for status reports, briefing notes, presentations, meetings, and Executive Committee Submissions. Produces both regular and ad hoc program/project reports
8. Follows up with service providers when required reporting and documentation is overdue and outstanding through correspondence and direct communication.
9. Ensures the departmental intranet site and external websites are updated regularly.

10. Maintains the departmental inbox and responds to enquiries and requests received by email and phone. Responds to clients and service providers with patience and respect and provides referrals as appropriate.
11. Uses sound judgement to assess the urgency and significance of key/critical issues requiring immediate attention, responds rapidly to emerging issues and changing priorities, and provides administrative guidance and support.
12. Processes invoices for payment, expense and travel claims including purchase card expenditures.
13. Provides orientation and training of administrative processes and procedures to new and existing staff.
14. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

**STAFFING CRITERIA**

1. Position No. TBD	2. Descriptive Working Title Team Assistant, Women's Transition Housing & Supports Program	3. Present Classification Clerk IV
4. Education, Training and Experience		

Secondary school diploma plus completion of post-secondary courses in office or program administration or other relevant fields.

Sound experience in office administration.

Or an equivalent combination of education, training and experience acceptable to the employer

5. Knowledge, Skills and Abilities
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**Core Competencies:**

- Personal Effectiveness
  - Communication
  - Results Oriented
  - Teamwork
  - Service Oriented
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- Sound knowledge and understanding of housing programs particularly for women and children who have experiences violence or are at risk of violence.
  - Sound knowledge of government and non-profit social services societies and the services they provide.
  - Sound practical knowledge of the rules, practices and procedures of office and program administration
  - Ability to manage files and organize confidential documentation
  - Ability to prepare reports and correspondence
  - Ability to exercise tact, diplomacy, and sound judgement when dealing with a variety of audiences
  - Ability to work effectively and build relationships with a broad range of organizations and individuals
  - Ability to work efficiently, independently and within a team
  - Ability to work in a fast-paced and frequently changing environment.
  - Ability to be highly organized managing multiple responsibilities while ensuring accuracy and timely completion of assigned tasks.
  - Ability to learn and understand new and emerging IT systems related to the operation of large government organizations
  - Ability to type a minimum of 50 words per minute with a high degree of accuracy.
  - Excellent organizational, time management, and prioritization skills
  - Excellent analytical, research, and problem-solving skills
  - Strong verbal and written communication and interpersonal skills
  - Proficient in the use of Microsoft Office Applications including MS Word, Excel, and PowerPoint

6. Occupational Certification
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Criminal Record Check Required