



Penticton Indian Band

841 Westhills Drive,
Penticton, British Columbia
Canada V2A 0E8

Telephone: 250-493-0048 Fax: 250-493-2882

Position Title:	SD Office/ BSDW Assistant	Classification:	1	\$17 -\$21 per hour (Based on education and experience)
Department:	Social Development	Type:	Clerical	
Status:	Part-time, 6-month Term	Working Hours:	Up to 35 Hours per Week	
Responsible To:	Social Development Manager			
Location:	841 Westhills Dr, Penticton BC V2A 0E8			
Deadline:	October 4, 2021			

Job Summary:

Reporting to the SD Office Assistant will be required to perform an array of administrative duties including secretarial and receptionist duties. The main responsibility of the SD Office Assistant/BSDW Assistant is to complete entries, support with necessary filing and clerical responsibilities. Additional responsibilities include providing administrative support to Case Workers and Support Staff, taking minutes during meetings, and aiding in scheduling. The SD Office Assistant/BSDW Assistant is also accountable for drafting, reviewing, and editing confidential correspondence developed by Support Staff and Case Workers. Other duties, relevant to the position, shall be assigned as required.

Core Competencies:

- Accountability
- Adaptability
- Communication
- Listening skills
- Critical Thinking
- Planning and Organizing
- Problem Solving
- Results Orientation
- Service Orientation
- Teamwork
- Computer knowledge
- Client intake

Duties/Responsibilities:

Job Responsibilities and Work Performed

- Responsible for entries.
- Ensure all client documentation is kept current.
- Talented at filing electronically.
- Organize and participate in Social Development Workshops.
- Shop for supplies as required.
- Aid in the preparation of historical data for file closures.
- Access, research and gather supporting documentation as directed by the Supervisor.
- Help with the research and development of a resource book for Youth in care to assist in transition into independency.
- Assist Casework Supervisor in meeting minutes and meeting preparation as required.
- Assist in preparing legal documents.

- Prepare and maintain a list of service providers/contacts within the community and other jurisdictions.
- Track and compile data for identification of workload, systemic issues, absences, leave requests, client upsets, and community gaps.
- Assist in making arrangements with drives and service providers for clients and children in care.
- Provide administrative support to all Case Workers and Support Staff.
- Assist Case Workers and support staff with organizing and preparing weekly schedules.
- Assist clients in job search
- Perform basic bookkeeping functions.
- Interact with financial institutions with respect to making deposits and reconciling bank statements for the Organization.
- Complete and review all expense reports, invoices, and other relevant monetary documents.
- Review and prepare all documents, reports and other correspondence materials for the management and support staff team.
- Courteously receive and screen all in-bound calls, emails, and visitors.
- Return phone calls in a timely manner.
- Coordinate departmental office activities.
- Review, evaluate and distribute all incoming and outgoing mail.
- Maintain a high level of confidentiality in all interactions.
- Assist with report and presentation preparation.
- Maintain a professional image and demeanor with all employees, management, executives, visitors, and clients always.
- Seek appropriate supervision.
- Other duties, relevant to the position, shall be assigned as required.

Accountability

- Takes accountability, seeks appropriate supervision
- Ensure a self-care in place with Supervisor
- Reports all issues to Supervisor if can't resolve them on their own
- Ensure accuracy of documentation
- Client files maintained to audit standards
- Keeping supervisor informed of potential political o client upset issues.
- Accountable to team and community and clients to deliver the highest level of service possible.

Relationships

Internally

- Reports to Social Development Manager
- Assist SD Departmental staff

Externally

- Interacts with multiple internal and external departments on behalf of clients

Qualifications/Requirements:

Minimum Academic/Educational Requirements

- Post-secondary diploma in an administration field.

Other Certification, Licenses, Designations and/or Training

- Clear Criminal Record check including Vulnerable sectors.
- Valid Driver's license and drivers abstract, access to reliable transportation.

Specific Job Skills and Levels

- Must be proficient with the use of computers, including Microsoft Office Suite (Word, Excel, PowerPoint), Email and internet usage.
- Must have excellent written and communication skills.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally always.
- Excellent internal and external customer service skills.
- Ability to work independently.
- Good organizational, time management and prioritizing skills.

Minimum Level of Experience

- 2 years of work experience in children's services or administration.

Personality Traits (Required to be successful in position)

- Professionalism
- Honesty
- Works hard to meet deadlines
- Empathy and compassion
- Self-motivated
- Takes pride in serving community
- Innovative and creative
- Dedicated

Assets:

- Knowledge of Xyntax
- Knowledge of relevant Child, Youth and Family Enhancement (CYFEA) legislation and other applicable Acts.
- Knowledge of Okanagan language and culture

Working Conditions:

- Busy office setting.
- Manual dexterity required to use desktop computer and peripherals.
- Interacts with employees, management, and the public at large.
- Overtime may be required.
- Some travel may be required.

* Working environment and safety protocols of the highest calibre, working in a private office with face masks worn in all general areas.

Preference will be given to qualified Aboriginal applicants as per section 21 of the Human Rights Code.

Deadline:

October 4, 2021

Send your Resume to Senior Manager, Human Resources
Rory Gabriel at jobs@pib.ca