



Administrative Assistant / Administrative Support III

Community Bargaining Association Benchmark 3

Full-Time Position

ORGANIZATION

The Outreach Therapy is a community-based, non-profit organization providing pediatric therapy services to children and families. Our interdisciplinary team includes Occupational Therapists, Physiotherapists, Speech-Language Pathologists, Clinical Counsellors, Therapy Assistants, and Administrative Support staff. We are committed to family-centred care, inclusion, collaboration, innovation, and continuous quality improvement.

POSITION

Administrative Assistant / Administrative Support III

Grid Level: Community Bargaining Association Administrative Support Benchmark 3

Hours: Full-Time (Monday- Friday 7.5 hours a day, 37.5 hours/week)

Reports To: Executive Director

JOB SUMMARY

The Administrative Assistant provides comprehensive administrative and operational support to the organization and interdisciplinary clinical team. This position is responsible for reception and client service, scheduling and intake coordination, electronic records management, office operations, payroll and bookkeeping support, data tracking, and administrative processes that support service delivery and organizational functioning.

The Administrative Assistant plays an important role in creating a welcoming, organized, and efficient environment for children, families, staff, and community partners. The successful candidate is highly organized, adaptable, technologically proficient, and comfortable working in a fast-paced, highly digitized environment.

QUALIFICATIONS

Education, Training and Experience

- Grade 12 completion
- Completion of an Office Administration or Administrative Assistant Certificate Program



- Minimum of two (2) years recent related experience, preferably in a health care, community social services, or non-profit environment, or an equivalent combination of education, training, and experience
- Proficiency with Microsoft Office Suite including Word, Excel, Outlook, Teams, SharePoint, and Adobe Acrobat
- Experience working with Electronic Medical Record (EMR) systems
- Experience with bookkeeping and financial software such as Sage considered an asset
- Experience supporting virtual meetings and online systems
- Experience in a paperless or highly digitized office environment preferred

Knowledge, Skills and Abilities

- Excellent organizational, administrative, and time management skills
- Strong interpersonal and communication skills, both verbal and written
- Ability to maintain confidentiality and handle sensitive information appropriately
- Ability to prioritize multiple tasks and manage competing demands
- Ability to work independently and collaboratively within a team environment
- Demonstrated attention to detail and accuracy
- Ability to adapt to changing priorities and support organizational change initiatives
- Knowledge of general office procedures and administrative practices
- Strong customer service skills and ability to interact respectfully with children, families, staff, and community partners
- Commitment to continuous quality improvement and contributing to a positive workplace culture
- Interest in supporting a progressive, community-based pediatric therapy organization



RESPONSIBILITIES

Reception and Client Support

- Provides reception services by answering and directing phone calls, responding to inquiries, greeting families and visitors, and supporting a welcoming environment.
- Assists with client intake and onboarding processes, including collecting information, preparing documentation, maintaining waitlists, and scheduling and confirming appointments.
- Supports communication with families regarding appointments, schedules, forms, and general program information.

Administrative and Office Support

- Performs a variety of administrative duties including word processing, preparing correspondence and reports, taking meeting minutes, data entry, scanning, filing, and maintaining electronic records and databases.
- Maintains accurate client and organizational records in accordance with agency policies and confidentiality requirements.
- Coordinates meeting logistics including booking rooms, scheduling virtual meetings, preparing materials, and arranging conference calls.
- Maintains office supplies and coordinates ordering and inventory management.
- Supports general office organization and administrative workflow processes.
- Operates and troubleshoots office equipment and coordinates servicing and maintenance as required.

Financial and Operational Support

- Assists with bookkeeping and financial administration duties such as processing invoices, receipts, deposits, expense tracking, petty cash, and maintaining financial records.
- Supports payroll and timekeeping processes including tracking staff hours, reviewing timesheets for completeness, and maintaining related records.
- Assists with data collection, reporting, statistics tracking, and administrative support related to contracts, accreditation, and funding requirements.

Team and Organizational Support

- Provides administrative support to leadership and clinical staff as required.
- Participates in organizational quality improvement initiatives and supports implementation of administrative systems and process improvements.



- Maintains a clean, safe, and organized work environment.
- Performs other related duties as assigned.

WORKING CONDITIONS

- Fast-paced office and clinical environment
- Frequent interaction with children, families, and interdisciplinary staff
- Significant computer and screen-based work
- Ability to manage interruptions and changing priorities throughout the day

COMPENSATION AND BENEFITS

This position is covered under the Community Bargaining Association collective agreement and is classified under Administrative Support Benchmark 3.

Wage Grid: \$25.65 – \$27.43 per hour, based on experience and progression through the wage grid, in accordance with the collective agreement.

A comprehensive benefits package and paid vacation are provided in accordance with the collective agreement. Benefits also include annual continuing education funding and self-care funding.

HOW TO APPLY

Please submit cover letter and resume to Alicia McCann, Executive Director at amccann@outreachtherapy.org

If you have any questions please call 250-723-1117

We thank all applicants for their interest; however, only those selected for an interview will be contacted.