



POSITION TITLE: Administrative Assistant/Receptionist and Group Facilitator

LOCATION: 40 Orchard View Blvd

POSITION TYPE: Full-time regular (37.5 hours/week; Tuesday to Saturday)

POSTING CLOSING DATE: June 21st, 2019

Skylark is looking for a dynamic Administrative Assistant/Receptionist and Group Facilitator join our Counselling and Community Service Team as a member of our Youth Wellness Hub Ontario site. As a Youth Wellness Hub site Skylark offers a wide range of services for youth aged 12-26 and their families including drop in, walk in counselling, brief counselling, ongoing therapy, group therapy, LOFT Case Management, Nurse Practitioner services and Psychiatry. This role is responsible for effectively managing the reception area in the walk-in and counselling space providing a broad range of administrative duties and supports to the Counselling/Youth Wellness Hub team and consultants. This role will also help facilitate a 12 week DBT Skills group and be first point of contact for many youth who access Youth Wellness Hub services.

Experience with/lived experience of oppression, racism, homophobia, transphobia and/or ableism and/or personal connection to queer or trans communities of color, including newcomer and disability communities will be an asset for applicants.

KEY RESPONSIBILITIES

- Manage the reception area to provide a welcoming environment for Skylark employees, people supported by Skylark and their families, and members of the public
- Respond and consult to inquiries from the community regarding Youth Wellness Hub and Skylark Counselling services
- Arrange YouthCan research appointments as well as arrange appointments with youth and CAMH research assistants
- Provide program support by administering client files, inputting client information into CYSIS and collect walk-in data to provide to the Manager of Community and Counselling Services as well as adjusting data collection to reflect services needed
- Receive incoming telephone calls and/or visitors; providing relevant information and/or directing them to the appropriate parties/resources
- Perform administrative duties including: photocopying, scanning, faxing, mailing and filing as required
- Prepare and maintain client files according to program procedures
- Arrange meetings and appointments and make necessary refreshments and room set up arrangements as required
- Facilitate biweekly clinical consultation meetings to with Nurse Practitioner, Psychiatrist, LOFT Case Navigator and therapists
- Attend administrative meetings to ensure the smooth running of Youth Wellness Hub and counselling procedures
- Co-Facilitate with therapist our 12 week DBT skills group
- Complies with agency policies and procedures, paying particular attention to ensuring that client and staff confidentiality is strictly enforced

- Adhere to the organizational health and safety policies and practices along with the Ontario Occupational Health and Safety Act. This includes but is not limited to ensuring safe workplace practices, protecting the health and safety of themselves and others and maintaining cleanliness in the workplace
- Other related duties as required.

QUALIFICATIONS/SKILLS/KNOWLEDGE

- Diploma or degree in social services field or a combination of education and experience that will meet the needs of the position
- Previous administrative support experience
- Experience stabilizing individuals in crisis
- Previous experience in group facilitation and knowledge of DBT Skills
- Prior experience working with LGBTQ youth as well as youth who have mental health challenges
- Strong computer skills including use of MS Office (Word, Excel, PowerPoint, Outlook).
- Broad knowledge of not-for-profit organizations
- Familiarity with and sensitivity to diversity and inclusion in the workplace and within the community
- Ability to balance demands/priorities of workload, manage time effectively and operate within the framework of stated expectations
- Ability to interact effectively with a wide range of individuals including agency staff, external professionals and Skylark clients
- Ability to work effectively with youth and create a comfortable environment
- Ability to influence others to resolve conflict and gain acceptance of new ideas
- Strong interactive/communication (verbal and written), and Interpersonal skills
- Ability to maintain high level of accuracy and confidentiality
- Ability to influence others to resolve conflict and gain acceptance of new ideas
- Ability to recognize situations or judgement calls that should be brought to management for resolution and decision-making.

ADDITIONAL REQUIREMENTS

- Satisfactory clearance under the Vulnerable Sector Screening Process
- Required to work Saturdays 10-3 and two evenings per week
- Occasional overtime may be required.

TO APPLY: Interested applicants are invited to submit both their cover letter and resume in only PDF or Microsoft word format to [hiring@skylarkyouth.org](mailto: hiring@skylarkyouth.org) on or before June 21st, 2019.

Please quote: Youth Wellness Hub Admin Assistant in the subject line. Please refrain from pasting the cover letter to the body of the email.

Skylark is strongly committed to a workforce that reflects the diversity of the populations we serve. We encourage applications from all qualified individuals including applicants from all cultures, racialized communities, abilities, diverse sexual and gender identities and others who may contribute to the further diversification of ideas. We are committed to a selection process and work environment that is inclusive and barrier free.

We ask applicants to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at (416) 482-0081 ext. 277. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.