POWELL RIVER CHILD, YOUTH & FAMILY SERVICES SOCIETY

JOB DESCRIPTION

Job Title: **Reception / Team Support Staff**

Reports to: Programs Director

Wage & Hours: $18.00 per hour, 28 hours, 4 days/week

Job Summary:

The Reception/Team Support Staff may provide assistance in several areas of the agency's work as determined by the agency leadership team including but not limited to:

- Family Centre and Library Daily Operations
- Administrative Tasks and Reception Duties

The Reception/Team Support Staff upholds the mission, vision and values of PRCYFSS, is familiar with and participates in ensuring that the strategic goals of the agency are met and engages actively in monitoring program performance. Their work is informed by best practice standards and reflects the agency's commitment to and respect for the diversity of all children, youth, adults and families served, fellow co-workers, and other stakeholders. They model and promote a positive image for the agency.

Key Duties And Responsibilities:

a) Family Centre and Library Daily Operations
    a. Facilitates the Family Centre & Library: re-arranges bulletin board displays, tidies waiting room area and library as needed, cleans coffee area and ensures it is refreshed daily, tracks and collates centre usage statistics, organizes and cleans toys and games, shelves books and other library duties.
    b. Maintains the library database, orders new inventory and support material and processes books as needed.
    c. Provides child-care from time to time while parents are in groups, as required.
    d. Other duties, as required, to ensure the centre and library deliver service excellence.

b) Administration & Reception Duties
    a. Provides reception services for the agency on a daily basis, greeting clients in person, answering the phone, recording messages and monitoring the agency information email address.
    b. Ensuring that all who come through the doors of the reception area are welcomed with kindness and privacy while they wait for help.
    c. Assists with clerical duties by providing photocopying, word processing, filing, taking and distributing minutes of meetings, collating of data, creating and distributing agency information packets, faxing, creating and updating forms and posters, assembling of files and written materials as required.
    d. Creates and makes available the monthly 'agency events and offerings' calendar for community and community partners in a timely manner.
    e. Connects regularly with the Social Media & Marketing Coordinator to pass on agency events and offerings as needed and to distribute or deliver posters or other marketing materials as required.
    f. Schedules agency room bookings for staff programming.
    g. Purchases office supplies, posts mail, or runs other work-related errands.
    h. Participates in performance and quality improvement activities and other duties as required.
    i. Helps to arrange for Team Support Workers for a child-care or other casual work shift.
    j. Other duties as required.

Required Qualifications:

Education & Experience:
Prefer candidates with specialization in administration, secretarial studies, computer information systems, website development, library systems, marketing, or office administration. Preference will be given to candidates with a combination of one of the above specializations and training or experience in working with young children as child-minding will be a regular part of this role.

Skills:
- Excellent time management skills
- High energy and welcoming, outgoing personality
- Proficiency with Microsoft Office applications including Word and Publisher.
- Comfortable communicating via text and email

- Excellent oral, written and interpersonal communication skills and non-judgmental manner.
- Ability to work well as part of a team, and to maintain strict confidentiality.
- Ability to organize work effectively, to carry out the duties of the position with independence and seek out timely consultation with supervisor.
- Demonstrated organizational, planning and administrative skills.
- Experience working with or caring for children.
- Ability to function effectively in emotionally intense situations and to manage stress levels including identifying and seeking appropriate support.
- Ability to proactively recognize and manage signs of burn out.

Additional Information and Requirements:

- Satisfactory Criminal Records Check.
- Food Safe certification and First Aid (training can be provided)
- Ability to work flexible hours
- A moderate level of physical fitness is required by this position to lift supplies or equipment and to manage library resources.

Job Demands:

(The unavoidable, externally imposed conditions under which the work must be performed)

Physical Demands

The Reception/Team Support Staff may spend periods of time at a desk. Attention to height and support of chair, height and support of arm rests and positioning of keyboard and screen is required. Additionally, the Team Support Worker must ensure he/she uses the telephone with proper body mechanics to avoid neck stress.

The Reception/Team Support Staff may be required to pick up supplies and/or conduct other business in the community so must be comfortable driving and walking in all weather. She/he must use proper body mechanics and limit the quantity, size and/or weight when carrying, lifting, or lowering books, resource materials, furniture, equipment, or supplies.

The Reception/Team Support Staff will be expected to clean and maintain equipment and facility. The Reception/Team Support Staff may come in contact with children who are ill and/or contagious, and must take precautions to ensure the health and safety of all children, parents, staff and themselves.

Environmental Conditions

The Reception/Team Support Staff may be working in a busy and occasionally noisy environment. There may be a number of activities and situations happening at once, and the Reception/Team Support Staff may have to manage multiple demands.

Sensory Demands

The Reception/Team Support Staff may experience smells associated with diapering, toileting, children who are ill, clients who struggle with personal hygiene. There may be times that the environment is noisy and busy. The staff person must be able to be warm and friendly in spite of such sensory demands.

Emotional Demands

The Reception/Team Support Staff must be able to engage with clients in a friendly and welcoming manner at all times. They must monitor their own time and stress levels to ensure that they are able to effectively manage their workload. They may be subjected to constant interruptions, competing demands on their time, and upset children or family members. They are the first point of contact for clients who may be upset or distressed or angry or aggressive. They must be able to manage their emotional responses and carry on professionally.