

## Job Description

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|-----------------|-----------------------|
| POSITION:       | Clients Records Clerk |
| ACCOUNTABILITY: | Team Supervisor       |
| CLASSIFICATION: | Full-time             |
| DATE APPROVED:  | November 14, 2022     |

### **JOB PURPOSE**

The Clients Records Clerk provides a complete range of administrative support services to Agency teams. The Client Records Clerk functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

### **KEY JOB FUNCTIONS**

#### **Clerical and Reception Support:**

Provide efficient and effective clerical and reception support to the team.

- Perform clerical functions such as preparing correspondence, faxing, photocopying and filing;
- When required, greet service users coming to the Agency and notify the appropriate personnel of their attendance;
- When required, update and maintain staff sign in/out and information boards;
- Ensure Team 'Shared Calendar' is up to date;
- Record and distribute incoming and outgoing mail, faxes and electronic filing;
- Respond to telephone inquiries for staff and services;
- Ensure open files are provided to appropriate staff;
- Ensure accurate file and record management;
- Enter confidential data into Agency databases as required.

#### **Administrative and Financial Functions:**

Coordinate and perform day-to-day administrative duties and financial processes.

- Support the administrative workload within the team;
- Coordinate and maintain office equipment and supplies;
- Troubleshoot and problem solve office equipment issues;
- Order, distribute and maintain inventory of supplies;
- Design and develop service pamphlets and brochures;
- Prepare, organize, schedule and document team meetings and other events;
- Distribute meeting minutes as required;
- Book board and interview rooms as required;
- Maintain efficient filing systems including database uploads;
- Responsible for team petty cash and ensuring monthly reports are forwarded to the Supervisor;
- Responsible for financial processes including purchase orders, securing quotes, etc.;
- Work within timeframes and manage a high and varied administrative workload of responsibilities on a day-to-day basis.

#### **Fleet Support:**

Assist with the maintenance of vehicles in collaboration with the Fleet Administrator.

- Work with Fleet Administrator to schedule vehicles for maintenance;
- Support the delivery of vehicles to appointments;
- Aid with retrieval of fleet documentation, for example, collecting mileage sheets and sending in vehicle incident reports;
- General fleet support.

**Relationship and Team Building:**

Work collaboratively and cooperatively at all levels.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external stakeholders;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

**Cultural Competency**

Participate in cultural activities within the agency.

- Follow the Seven Grandfather teachings as it relates to the position in line with the vision and mission of the Agency;
- Actively attend and participate in regular Anishinaabe Aadziwin cultural training and/or activities provided by the Agency;
- Ensure appropriate cultural opening when coordinating meetings both within the agency, for clients, families, communities and other collaterals;
- Actively seek guidance from cultural staff how to incorporate culture into the position or how to work from a cultural perspective;
- Engage in learning and incorporating Anishinaabemowin language within the position.

**Administration and Reporting:**

Complete administrative functions and reports, and adhere to Agency policies, procedures, and relevant practices.

- Ensure submissions of reports are completed and reviewed;
- Prepare reports, statistics, briefing notes and correspondence as required;
- Develop and maintain an individual detailed work plan of activities;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain accurate, up-to-date and concise work files;
- Work in compliance with the Occupational Health and Safety Act and any other relevant legislation;
- Prepare and submit monthly reports and travel expense claims and maintain attendance records;
- Follow Agency human resources, finance and other policies and procedures in the performance of duties.

**Other Duties**

- Act in accordance with agency Code of Ethics and maintain confidentiality at all times to protect the privacy of Agency staff, families and communities;
- Participate in internal or external committees as required or assigned;
- Perform additional related duties in accordance with job responsibilities and department objectives;
- Participate in training, cultural events and other mandatory training as required;
- Other duties as required or assigned.

**QUALIFICATIONS**

**Minimum Education**

- Administrative Assistant or related diploma

**Minimum Experience**

- One (1) years' experience in an administration position in a First Nation or Indigenous social services agency
- Equivalent combination of education and experience may be considered

**Knowledge Requirements**

- Knowledge of Nogdawindamin programs and services
- Knowledge of First Nation service delivery, customs and traditions relating to child welfare
- Knowledge of external services and service agencies

**Special Skills**

- Excellent computer skills with MS Office Software

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- Excellent telephone and interpersonal skills
- Excellent customer service skills
- Excellent written and oral communication skills
- Excellent organizational skills
- Excellent administrative skills
- Excellent time management skills
- Ability to take initiative and work independently with minimal supervision
- Ability to work within a team environment
- Ability to work flexible hours
- Ability to adapt to change
- Ability to work with confidential and sensitive information

### **Other Requirements**

- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings;
- Ability to understand and speak Anishinaabemowin is a definite asset;
- Must provide a Police Records Check deemed satisfactory by the employer;
- Must have a Class 'G' Ontario Driver's License, access to a vehicle and the ability to travel;
- Must have \$1M automobile insurance coverage.

### **WORK SITE LOCATION**

Location to be determined.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

While performing the duties of this job, the Client Records Clerk will typically be in an office setting. The Client Records Clerk is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Client Records Clerk will be required to travel to meetings within the district.

The administration of an office setting and team members can be mentally challenging. As a result, this position is more emotionally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually moderate to high. The nature of the position may expose the Client Records Clerk to high levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

Given the traditional practices of Indigenous people, from time to time exposure to smoke from the burning of sacred medicines; tobacco, sweet grass, sage or cedar, may occur.

### **TECHNOLOGY & EQUIPMENT**

Computer, photocopier, telephone, fax machine and cell phones.

### **SUPERVISORY RESPONSIBILITY**

This position is not required to supervise any staff.

### **KEY RELATIONSHIPS**

**Internal**

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The position requires interaction with the Team Supervisor, Protection & Resource Manager, other Child Welfare Workers, Children Support Workers, Cultural Services Department, Administrative Assistant, other Client Records Clerks and other staff.

**External**

The Ministry of Children, Community and Social Services, Children’s Aid Societies, other First Nation communities, and all service related agencies within the First Nation that respond to child welfare service delivery needs.

**DISCLAIMER**

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

**SIGNATURE**

This is to acknowledge that I have received a copy of this job description and understand its contents.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date