

Responsible To

The Employee Services Assistant shall report directly to the Employee Services Manager

Job Summary

Under the direction of the Manager of Employee Services, the Administration Assistant is responsible for supporting transactional human resources and administrative functions for Employee Services and Home share. The time will be split 50/50 between Employee Services and Home Share.

Responsibilities

1. Transactional Human Resources:

- Coordinates employee attendance, including WSBC claims, disability management, and graduated return to work.
- Liaises with Disability Management Institute (DMI) and NACL's Finance/Payroll Departments as required.
- Supports Early Intervention Program (EIP) referrals and follow-up correspondence/communications.
- Is back up for Microsoft 365, Payroll, and HR system applications for onboarding/existing employees.
- Is back up for liaising with the Onboarding Team and assists with onboarding functions, including participating in screening/interviewing as needed, collecting/verifying initial conditions of employment, and processing orientations.
- Supports Ministry of Children and Family Development (MCFD) clearances and the Self Reporting Audit Tool (SRAT) related to NACL's youth programs.

2. Payroll / Benefits:

- Assists with coordinating Long-Term Disability (LTD) administration, including information gathering, claim submission, and follow-up communications as needed.
- Assists with health and welfare benefits management as needed.

3. HR Reporting:

- Assists with drafting the annual Human Resources Report, and drafting/implementing the annual HR Plan.

4. Health and Safety:

- Supports the Occupational Health and Safety (OH&S) Committee as required.
- Assists with drafting the annual Health and Safety Report.
- Assists with annual WorkSafeBC Certificate of Recognition (CoR) audit preparations.

5. Home Share Responsibilities:

- Data entry
- Maintaining electronic filing system
- Receiving and directing phone calls and email communication
- Sending and receiving program intake forms and information
- Drafting and editing forms, spreadsheets and reports
- Scheduling and tracking reporting forms and home inspections
- Posting and managing recruitment ads relating to the Home Share Program

- Delivering and retrieving documentation to and from home share providers in the community
- Assisting the program with special projects
- Maintaining website
- Attending interagency meetings
- Minute taking
- Scheduling staff training and preparing/organizing student materials
- Other duties as requested.

6. CARF Accreditation

- Assists with CARF Accreditation Survey preparation every three (3) years.

Qualifications

- Five (5) years in administrative and human resources management and/or a degree in Business Administration preferred, or a combination of related education/experience can be considered.
- Supervisory experience.
- Extensive knowledge of office systems and procedures.
- Experience in staff scheduling, human resources, and quality assurance.
- Extensive experience with data and file management.
- Experience with and knowledge of Microsoft 365, SharePoint, Word, and Excel.
- Experience with various payroll and HR information management systems.
- Excellent written and oral communication skills.
- Work experience with people with diversabilities, and demonstrated suitability to promote dignity, independence, and community inclusion of the people served by the Association.
- High standard of professionalism.

Conditions of Employment

- Valid BC Driver's License.
- Criminal Record Search upon commencement of employment and every five (5) years thereafter, providing clearance to work with vulnerable persons.
- TB test with a negative result (per the Residential Care Regulation).
- Flu shot or preventative measures as mandated by the Ministry of Health – Community Care Licensing.
- COVID-19 vaccinations as mandated by Public Health Order.

Other

- The Administrative Assistant is not required to be a member of the employees' union.

Reviewed

- January 2025