

COMMUNITY LINKS

Job Description

Division/Department	Support Services	Name:
Location	211, 125 Main Street NW, Airdrie, Alberta T4B 0P7	
Job Title	Program Assistant	
Reports to	Trudy Wilson	Title: Director of Operations

GENERAL DESCRIPTION

Community Links operates within a community development framework; partnering with community and service providers to address community issues. Community Links provides services to all residents in Airdrie, Beiseker, Crossfield, Irricana, and surrounding areas of North Rocky View County. The head office is located in Airdrie, with satellite offices in other communities.

The Program Assistant will provide support to the Director of Operations through the coordination of various duties, which will include administrative and program specific tasks.

KEY RESPONSIBILITIES:

Administrative Management

- Assist with the agenda, minutes, set up/take down, and technical assistance for meetings.
- Coordination of all stakeholder meetings.
- Help with funding application support and completing applications.
- Provide support in managing the Director of Operations schedule and assist with communication (e-mail and phone messages).
- Organize records and upload files to Penelope.
- Excellent record keeping, survey, and data collection understanding, which is in line with program needs and requirements.
- Other duties as assigned.

Leadership

- Collaborate closely with the Director of Operations to ensure program requirements are met.
- Build and maintain strong, effective, empathic, and confidential working relationships across the organization.
- Model Agency Policies and Values (Collaboration, Integrity, Respect, Quality, Diversity & Inclusion).
- Support and participate in Agency and Support Services meetings and committees.
- Practice self-development as well as support other's growth and development.

Strategic Thinking

- Understand current trends, research, and best practices and how that impacts programs and service delivery.
- Be supportive of agency philosophy and be comfortable with issues related to the work of the agency.
- Good understanding of referrals and FRN programs.
- Assist in ensuring that the programs and services offered contribute to the organization's vision, mission and values and meet the expectations of key stakeholders.

Program Planning and Management

- Coordinate and organize special projects and events for Community Links, in partnership with other organizations.
- Responsible for picking up and dropping off donations when required.
- Assist in drawing process maps, form creation and developing a resource app.
- Implement clear, thorough, and timely communication at all levels using appropriate, effective tools and techniques.

Human Resources and Management

- Ensure all agency and department Policies and Procedures are respected and strictly adhered to.
- Participate in staff orientation and ongoing support and training where appropriate.
- Support a flexible, versatile and/or changing work environment while maintaining quality, effectiveness, and efficiency.
- Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness and improve performance while fostering teamwork.
- Assess problem situations to identify causes, gather and process relevant information, generate practical solutions, and make recommendations and/or resolve the problem.

- Ensure ethical behaviour and business practices are consistent with industry standards and align with the values of the organization.

Financial Planning and Management

- Ensure that requests regarding program supplies, equipment or resources are approved by the Manager.
- Participate in and support fundraising initiatives.

Community Relations

- Involvement with committees, activities, and events where appropriate and with the approval of the Manager.
- Represent the organization at agency, community, and partnership activities to enhance the organizations community profile.
- Assist in identifying community needs and ways the organization can respond to facilitate positive change.

Risk Management

- Assist agency representatives to identify and evaluate the risks to community members, staff and volunteers, property, finances, and image.
- Timely completion and submission of incident forms when applicable. Follow up on critical incidents and/or situations with Manager, as required, to provide support, ensure proper protocol is followed and minimize future risks.
- Ensure agency Health and Safety policies and procedures are strictly adhered to.

SKILL SET, KNOWLEDGE, AND ABILITIES

- Minimum Diploma in Human Services, Administration, or Social Work field - Degree preferred.
- Capable of moving/lifting program equipment, resources.
- Excellent communication skills, written and oral.
- Ability to create a positive impression in a professional and respectful manner.
- Enjoys interaction with people and is non-judgmental.
- Ability to work flexible hours (including days, evenings, and some weekends).
- Understands the importance of confidentiality in the workplace.
- Ability to work independently and as part of a team.
- Initiative-taking, punctual, and dependable.
- Be willing to accept a variety of job-related tasks.
- A positive attitude with commitment to providing quality service is essential.
- Strong interpersonal skills.
- Use effective stress management skills.
- Strong organizational and multi-tasking skills, including prioritizing and setting goals.
- Must have or be able to obtain a Criminal Record check (Vulnerable Sector).
- Must have or be able to obtain a CS Child and Youth Intervention check.
- Standard First Aid, Level C, CPR/AED, and ASIST (Applied Suicide Intervention Skills Training).
- Driving to rural locations, in all weather and road conditions. Current driver's license with adequately insured reliable transportation required.
- Required to stand or sit for extended periods of time during performance of duties.
- May involve work with children, youth and adults considered to be extremely high-risk including those with criminal tendencies, potential violence and aggression, mental health issues (such as depression and suicidal tendencies), physical/sexual/emotional abuse and/or neglect, and substance abuse.

Please sign and date below that you have read and understand the above job description:

EMPLOYEE: *Date:*

EXECUTIVE DIRECTOR: *Date:*

MANAGER: *Date:*