



## INTERNAL / EXTERNAL

Position:	Employment and Training Services (ETS) Administrative Coordinator
Type:	Full-Time, Non-Bargaining Unit, Contract (January to September 2022)
Number of positions posted:	1
Rate:	\$56,920.50 - \$62,848.50 per year
Number of Hours:	37.5 hours per week
Supervisor:	Senior Manager, ETS
Posting Date:	November 15, 2021
Application Deadline:	December 03, 2021
Location:	145 Front Street East, Toronto ON

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for over 125 years. We work in partnership with individuals from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and/or social isolation to address their needs and hopes and advocate for a more equitable society. Please see our website at [www.fredvictor.org](http://www.fredvictor.org). Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

Fred Victor Centre is currently looking for an Employment and Training Services (ETS) Administrative Coordinator to join the ETS team. This position is responsible for performing a broad range of administrative duties while aiding the ETS team in support of achieving its goals and objectives. The ETS Administrative Coordinator is also responsible for facilities management of the ETS office site.

### **Responsibilities:**

#### **Administrative:**

- Ensure the day-to-day operations of ETS runs smoothly.
- Prioritize and manage a multi-faceted environment, ensure accuracy in completing all required supporting documentation, scheduling and organizing of meetings.
- Maintain proficiency with software applications, manage and respond to all incoming inquiries with customer service standards and professionalism.
- Develop and maintain administrative and operational procedures and processes to ensure office operation and the ongoing completion of program administration. These include:
  - co-ordinate and facilitate offices services, such as office equipment maintenance and repair, purchase and maintain office supplies, and other projects related to renovations and facilities;
  - accounts payable, review tracked expenditure reports against monthly Financials, budget monitoring, and maintain petty cash;
  - assist the Senior Manager with budgets and the developmental process;
  - coordinate with employee relations by processing electronic timesheets;
  - collect and track data from multiple sources;
  - create and maintain electronic and hard-copy files of documents;
  - assists in the coordination and compiling of proposals, presentations, and trade resource materials;
  - schedule and organize regular team meetings for (but not limited to): ETS, ETS Management, Training and Development, and Case Coordination groups; prepare and distribute all meeting materials, including agendas and meeting minutes;
  - screen multiple e-mail inboxes and voicemail boxes, forwarding to appropriate staff;
  - manage correspondence, information and all confidential matters with discretion;

- maintain human resource processes for new hires, including interviewing, employment letter preparation and HR documentation;
- assist with funder report writing;
- gather quarterly statistics for Board of Director reports, using various data sources;
- coordinate the flow of documents for the office, including obtaining approvals and distributing information to staff;
- photocopying, filing, presentation writing, report writing, mail distribution and mail pick-up at Fred Victor main administrative office;
- liaise between partners and staff;
- research background information for vendor services;
- event planning;
- Access Employment Ontario's online database system *One-Key/CaMS* to:
  - complete and submit service Agreements with the Ministry of Labour, Training and Skills Development
  - complete and submit Estimate of Expenditure (and Forecast) Reports for the various initiatives funded by EO (Employment Services, Canada-Ontario Job Grant)
  - complete and submit Statement of Revenue and Expenditure Reports
  - complete and submit Reconciliation Reports
  - complete and submit Quarterly Status & Adjustment Reports
  - prepare for Strategic Monitoring plans, Onsite visits, and complete and submit the Comprehensive Self-Assessment Questionnaire
  - complete and submit Business Plans for the various initiatives
  - access and analyze reports, including the Detailed Service Quality Reports for statistics gathering and target determination
  - access case files to include employer incentive and individual incentive financial information where appropriate
  - access Canada-Ontario Job Grant applications and assign/work in collaboration with the Job Developer/Employment Specialist as appropriate
  - manage users/accounts

#### **Leadership and Supervision:**

- Ensure the program and organizational needs are met by providing guidance, direction and motivation.
- Lead by example through open communication and modeling best practices in all aspects of the programs.
- Assume responsibility for establishing positive working relationships with all personnel associated with the organization and successfully manage change.
- Work with other supervisors, coordinators, managers and staff to address specific organizational needs based on evaluation processes.
- Identify and implement changes to practices and procedures, with a focus on increasing quality, efficiency and adherence to best practices within the programs.
- Identify and bring forward system issues, threats, and opportunities.
- Participate on and contribute to the senior management team in operationalizing the strategic plan for the organization and integration activities.

#### **Human Resources:**

- Ensure effective human resource management skills are practiced by placing priority on developing, coaching, guiding, supervision, motivating and supporting staff, students and volunteers.



- Participate, in conjunction with the ETS Training and Development Manager, in the interviewing, onboarding and training of new staff.
- Understand and follow the Fred Victor policies and procedures and ensure that the staff team is in compliance of the policies and procedures at all times.
- Ensure the best practices are established and achieved as the standard practices of all team staff.
- Ensure staff learning needs are identified and met in a timely manner.
- Ensure compliance with relevant legislation such as: ESA, OHS, WSIB, OHRC, etc.

#### **Quality:**

- Ensures that the programs are high quality, cost effective and provide positive client experience.
- Participate in the planning and evaluation processes and identify recommendations for improvements for services in accordance with the funder's requirements and the FV Annual Review process.
- Receive collated monthly statistics and information from the planning and evaluation processes.
- Participate and assist in the development of project funding proposals, submissions, summaries, reports, and reviews.

#### **External Representation:**

- Increase the accessibility, relevance and responsiveness of other services, supports and resources to Fred Victor's client group through community involvement activities.
- Maintain working relationships with other providers and resources.
- Represent Fred Victor within the Employment and Training sector as required.
- Maintain files for the coordination of outreach strategies with key stakeholders.
- Maintain files for the coordination of marketing strategies to increase the visibility of the Employment and Training Services in the broader community and increase the number of people using our services.

#### **Crisis Intervention and Conflict Mediation**

- When appropriate and as needed, intervene and mediate in crisis and conflicts of staff, students, volunteers and community members.
- Any other duties as required and assigned.

#### **Qualifications:**

- Completion of a Community College program, preferably the completion of a diploma or certificate in Business Administration or related field.
- Minimum of three (3) years of prior related experience and working knowledge in payroll, senior administrative experience, general accounting experience.
- Demonstrated experience in providing leadership and participatory staff engagement process for advancing project and/or practice.
- Demonstrated ability to collaborate and influence positive change with various staff and service teams.
- Typing speed of 50 words per minute
- Adaptable, proactive, a self-starter and the ability to work independently
- Ability to maintain information in confidence and exercise good judgment.
- Ability to learn, adapt and utilize technology and processes quickly.
- Superior organizational skills, ability to prioritize, time management skills to effectively handle multiple priorities and meet competing deadlines with minimal supervision
- Must have strong interpersonal and communication skills (written/oral) and an ability to work cooperatively with managers and community partners



- Ability to clearly and concisely, compose/proofread/edit documents such as letters, memos and e-mail.
- Experience in the CaMS, POES and Pirouette databases would be a definite asset.
- Proficiency in all Microsoft Office products is required - i.e. Outlook, Word, Excel, Publisher, PowerPoint, etc.
- Support for and an understanding of the mission and purpose of Fred Victor.
- Thorough understanding of issues that affect those living in poverty, effected by homeless, living with mental illness and/or substance use disorder.

### **Working Conditions**

Physically, the Customer Service Representative works indoors in an office which is wheelchair accessible. The job primarily involves working in an office space and interacting with staff, clients, external stakeholders and management. They will attend external meetings at other FVC sites and community agencies.

### **Application:**

Please submit a resume and cover letter detailing how you meet the job requirements by e-mail no later than:

**Friday, December 03, 2021 (11:59pm) to:**

**Heather Burke**

Acting Senior Manager, Employment Training and Food Services

[ets@fredvictor.org](mailto:ets@fredvictor.org)

**Applicants should quote the job title in the subject line.**

**NO PHONE CALLS OR FAXES.**

**Proof of Covid-19 Vaccinations and a Police Record Check are required by the final candidate(s) prior to hiring.**

*All Internal and External job applicants must declare their vaccination status in their job applications—whether they have been fully or partially vaccinated. All candidates offered a position with Fred Victor Centre from September 30, 2021 onward must be fully vaccinated and provide proof of their vaccination as a condition of employment. Fred Victor Centre will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.*

*We strive to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates; however, only those selected for an interview will be contacted.*

*Fred Victor is also committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.*