

Scarborough Centre for Healthy Communities (SCHC) is dedicated to meeting the diverse, holistic health needs of the people of Scarborough by addressing the physical, mental, social, financial and environmental aspects of their health. Through the promotion of healthy lifestyles and delivery of a comprehensive range of culturally competent health and social services, we cultivate vital and connected communities.

We are currently looking to hire a:

Corporate Support Assistant, Innovation, Improvement and Engagement
1-Full Time (35 hrs/wk)

Reporting To:

VP, Innovation, Improvement and Engagement

Purpose:

The Corporate Support Assistant, Innovation, Improvement and Engagement, is the ambassador for SCHC, responsible for providing administrative support to quality and decision support services, logistics support and other duties as assigned. The Corporate Support Assistant will demonstrate adherence and commitment to the values, goals, and mission of SCHC.

Key areas of responsibility:

1. Departmental Administration

- Prioritize and manage efficiently in a multi-tasked environment, applying appropriate due diligence, ensuring accuracy in completing all required supporting documentation, and scheduling and organizing meetings;
- Provide secretarial support to the VP, Innovation, Improvement and Engagement
- Assist in the planning and preparation of meetings, conferences and conference calls and distribute all meeting materials, i.e., agendas, background materials, minutes
- Manage correspondence, information and all confidential matters with discretion and in keeping with SCHC's privacy policies and procedures;
- Coordinate the flow of documents for the office, including obtaining approvals and distributing information to staff;
- Photocopying, filing, presentation/report writing, mail distribution and pick-up at main office site when requested;
- Provide data entry and coordination support for decision support
- Handle administrative requests and queries from managers and staff
- Submit and reconcile expense reports
- Liaise with executive and senior administrative assistants to handle requests and queries from senior leaders
- Work collaboratively with the administrative support team
- Assist in updating policies and procedures for Innovation, Improvement and Engagement team
- Plan meetings and take minutes for the Innovation, Improvement and Engagement team
- Work on Innovation, Improvement and Engagement projects as assigned

2. Reporting coordination

- Respond, address and resolve reporting requirements, issues and enquiries of employees across the organization (i.e., data entry, business processes, creating workflows and standard work, etc.)
- Coordinate improvement requests from staff, including scheduling reporting requirements, auditing data quality reviews, supporting workflow changes.
- Liaises with other teams to oversee and maintain documented data standards for the Business Intelligence platform of the organization
- Schedule and manage repairs and maintenance, minor works and other work requests, tracking to completion.
- Maintain supplies inventory by checking stock to determine inventory level, projecting needed supplies, placing and expediting orders for supplies

3. Logistics

- Have a full understanding of all SCHC programs and their objectives, be current on all program updates and changes;
- Support the teams' back office supporting role for the various enablers of service delivery such as submitting tickets to support services and external vendors and tracking progress
- Collaborate with programs to execute or assist with employee workstation relocation requests and other logistical support as required across the different sites.
- Efficiently manage and promptly responds to all incoming enquiries and ensure an optimal level of customer service and professionalism;
- Create a welcoming atmosphere for clients, visitors, and the general public;
- Answer all incoming calls and handle caller's inquiries whenever possible;
- Re-direct calls as appropriate and take adequate messages when required;
- Maintain a clean, professional, organized reception area;
- Coordinate courier services as needed; Pick up and deliver the mail;
- Maintain the general filing system and file all correspondence;
- Other duties as assigned.

Scope and Accountability: The Corporate Support Assistant, Innovation, Improvement and Engagement works closely with the VP Innovation, Improvement and Engagement, the Innovation team and SCHC staff.

Level of Experience:

Minimum three (3) years experience in a corporate administration support role in a similar community setting.

Educational and/or Professional Qualifications:

Demonstrated knowledge, skills and abilities in Business Administration degree from an accredited university or college program or through an equivalent level of experience.

Skills and Attributes

- Self-motivated individual with excellent organizational, administrative, and team-working skills
- Extremely flexible to changing workloads, work schedules, duties and responsibilities
- Attentive to detail
- An effective communication style which is confident, timely and professional
- Demonstrated ability to follow data entry processes and schedule time according to scheduled reporting cycles
- Proficient knowledge of MS software applications
- Experience and proven reliability handling confidential information
- Superior time management skills, multitasking skills, and the ability to prioritize tasks
- Creativity, problem-solving skills, resourcefulness and flexibility
- Able to maintain filing systems and basic databases with meticulous records maintenance skills
- Able to work efficiently as a part of a team, as well as independently with minimal supervision
- Strong customer service orientation and ability to solve problems
- Able to stay focused, work well under pressure and meet set deadlines.
- Ability to travel across Scarborough to multiple SCHC locations
- A valid driver's license and access to vehicle is required
- Ability to speak multiple languages is an asset

Significant Working Conditions

- Ability to work independently and as part of a team;
- Ability to take proactive initiative
- Ability to cultivate a growth mindset
- Ability to work in high stress environment
- Ability to handle multiple demands and tasks effectively
- Good problem solving skills with an ability to spot issues early and resolve them appropriately and efficiently;
- Strong organizational, interpersonal and communication skills;
- Flexibility of hours - occasional evenings or weekend work may be required;
- They may attend external meetings at other sites.
- Generous benefits including HOOPP

Remuneration: \$21.31 - \$24.11

Band: I

Please note: All other conditions of employment are set out in the collective agreement between SCHC and SIEU.

Note: Please quote InnovationSupport in the subject line.

Please apply in confidence by emailing a current resume to the attention of the HR Department at hr@schcontario.ca by 5:00 p.m. on October 25, 2021.

We would like to thank all applicants; only those invited to interviews will be contacted.



SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+

Please note that all qualified candidates, eligible to be employed in Canada, are encouraged to apply.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve. SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations.

Find us on Social Media: [Facebook](#) – [Twitter](#) - [Linked In](#) – [You Tube](#)