

STONEHENGE THERAPEUTIC COMMUNITY

JOB POSTING

Office Coordinator Full Time (Comprehensive Benefit Package Included)

POSITION SUMMARY

The Office Coordinator will represent the organization as the first point of contact for our clients, vendors, guests and staff. Our agency works with individuals who are dealing with significant addiction and mental health concerns, so the successful candidate will be expected to act with tact and professionalism, and strive to create a welcoming experience overall.

The successful candidate will have demonstrated a “take charge” attitude in previous roles. Being highly organized, the Office Coordinator will successfully manage our complex office environment to complete clerical tasks for the agency efficiently and accurately. As a direct support to our Sr. Leadership Team (EA support), the Office Coordinator will liaise with Agency staff, Clients and Community Partners to manage booking for trainings, meetings and travel.

The Office Coordinator will also expertly control and coordinate physical inventory of all clinical and office supplies, across multiple sites. Experience in organizing and managing inventory is essential, previous experience with an inventory management system is preferred.

RESPONSIBILITIES

Client Administration/Admissions

- Provide information to clients regarding programs and services
- Schedule intake assessments
- Create, maintain and archive client files and medical records
- Perform appropriate intake tasks, including (but not limited to): health card validation, maintaining the Resident List, verifying correctional information, facilitating collateral information, facilitating incoming applications
- Facilitate external file requests (i.e. lawyers, insurance agencies, health professionals) and initiate invoicing with Finance Manager
- Book family visits for residential treatment clients
- Manage storage of client belongings
- Manage client-related electronic files as required (Resi-List, Bed Days, Completion Summary tracker, etc.)
- Update, print, file and distribute documents relating to the Alumni Association

Reception/Clerical

- Act as the main receptionist for the agency including phone, email, mail and fax
- Respond to client requests for assistance and crisis situations
- Update, print, file and distribute agency documents as required (contact lists, meeting minutes, etc.)
- Effectively use office equipment including multi-line phone system, copier/scanner/fax, postage machine, etc.
- Perform hospitality functions for meetings, assessment and intake
- Maintain agency library inventory
- Create employee badges as needed

Logistics

- Arrange accommodation, itineraries and transportation bookings for agency-related meetings, staff travel and trainings
- Create, update and maintain agency templates, documents and mail-outs
- Coordinate trainings and agency events through online booking system and vendors
- Coordinate and initiate office equipment maintenance at multiple sites as needed
- Provide EA support to the Logistics Manager and the HR Manager as required
- Effectively use the agency's inventory software to:
 - Maintain the agency's inventory of office and hospitality supplies, ensuring an appropriate level of inventory is always available
 - Provide support to other staff in maintaining inventory of clinical engagement supplies, operational supplies for distribution across multiple sites
- Organize the administration storage room; Provide oversight to ensure storage room complies with health and safety expectations (neat, organized)
- Ensure proper opening and closing tasks for the office
- Assist in the scheduling and utilization of the OTN teleconferencing system as required
- Purchasing and bulk buying as required
- Other tasks as required to support agency

COMPETENCIES

- Ability to take "take charge" and effectively manage a complex office environment,
- Excellent computer knowledge including but not limited to email, internet and Microsoft Office Suite
- Excellent communication and interpersonal skills
- Familiarity with a software inventory system
- Understanding of basic accounting principles in relation to inventory/budgeting
- Excellent diplomacy skills
- Ability to work in a fast-paced team environment
- Ability to manage and administer all components relating to the electronic health record and database systems; Familiarity with the CATALYST and CaseWORKS database systems is an asset
- Excellent time management and organizational skills
- Ability to respond to difficult client situations with maturity and sound judgement
- Familiarity with community resources

QUALIFICATIONS

- Completion a College Diploma or University Degree relating to Office Administration
- Minimum of six months related experience in healthcare or social services setting required

OTHER REQUIREMENTS

- CSC Clearance conducted by PWGS Canada
- Standard First Aid/CPR Level C

WORKING CONDITIONS

- Standard office environment and equipment
- Involves interaction with those who use substances, are street involved, and who may have criminal justice involvement

APPLICATION DEADLINE: **By 4:00 PM on Monday December 31, 2018.**

CONTACT: Please direct your resume and cover letter **via e-mail only** to Human Resources at hr@stonehengetc.com. Please also indicate "Office Coordinator" on the subject line.

Stonehenge Therapeutic Community accommodates the needs of applicants throughout the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and Human Rights legislation. Should you require it, accommodation can be made at any point, upon request.

We thank all applicants in advance for their interest in this position however only those candidates selected for an interview will be contacted.