

MACKIE'S PLACE

YOUTHSOCIALHOUSE

Program Administrative Assistant

Full-Time, On Site (North Surrey)

Reports to: Program Director

PRIMARY OBJECTIVES

Working closely with the Director of Care and the Program Director, the Program Administrative Assistant ensures the smooth and effective operation of our youth hub.

DEMONSTRATED COMPETENCIES

- *Outstanding Organization:* Able to operate and implement all Mackie's Place administrative systems. Adapts to new systems as needed. Communicates with the team and instructs others on new organizational systems. Thrives in an organized space.
- *Team Collaboration:* Works cooperatively with others and follows through on assigned tasks. Is highly collaborative and has the ability to understand other's goals and needs and turn those into actionable steps. Works well with others and has a servant attitude.
- *Flexible Thinking:* Open to different and new ways of doing things. Is adaptable to a variety of situations. Able to thrive in a fast-paced, evolving environment with many moving and changing parts.
- *Solution Oriented:* Can quickly create or find solutions when a problem presents itself. Will take the time to think through issues prior to reacting. Is able to present solutions to the team.

RESPONSIBILITIES

Programming

- Manage youth hub administration, including support for Director of Care & Program Director
 - Maintain safety protocols and file incident reports
 - Oversee data collection and provide monthly statistics for youth program participation
 - Maintain and make updates to Square POS system as needed

- Track program expenses and maintain budgets
- Pick up monthly youth incentives from Guildford Mall
- Manage Mackie's Place phone line and incoming emails
- Prepare payroll for bookkeeper
- Update staff contact list as needed
- Daily reconciliation of petty cash

Hosting

- Be the first point of contact when entering the Mackie's Place hub
 - Greet guests warmly and connect them with the appropriate staff
- Offer beverages and be able to prepare them as needed
- Assist Director of Philanthropy in hosting donors for tours
- Oversee the maintenance of an organized and presentable hub

Staffing & Human Resources

- Maintain in-hub staff schedules
 - Receive and assess time off requests for in-hub staff
 - Ensure the hub is adequately staffed
 - Assist with administration as pertains to on-boarding, managing, and off-boarding team members
- Participate in meetings
 - Attend weekly meeting with Director of Care
 - Attend weekly meeting with Program Director
 - Attend monthly Team Meeting
- Assist Director of Care in hosting Abuse Prevention Training sessions
 - Schedule dates for monthly training sessions
 - Prepare training packages for attendees
 - Send Abuse Prevention Training manual to all attendees once training is completed
 - Update Payworks Profiles (staff/volunteers) with completed training date
- Perform other special projects as instructed by the Director of Care
 - Assisting with youth special events (i.e. Winter Festival & Grad)
 - Assist with the development and implementation of a new volunteer training protocol & Abuse Prevention Training program
 - Assist with other administrative projects as needed
- Assist the Program Director in note taking and logging for annual staff reviews
- Arrange birthday cards and appreciation for staff

Meeting Facilitation

- Make arrangements for various recurring meetings
 - Book worship leader for monthly Team Meetings
 - Prepare monthly meeting dashboard, consulting with the Executive Team
 - Send meeting reminders to the entire team
 - As needed, organize food service in consultation with the Culinary Operations Supervisor
 - Set-up applicable technology
 - Capture action items in the Basecamp project management software

QUALIFICATIONS THAT ASSIST IN THIS POSITION

- Previous administrative experience an asset
- Proficient working knowledge of:
 - Basecamp project management software
 - Dext
 - Payworks
 - G-Suite
 - Square
- Provincial Criminal Record Check for Children and Vulnerable Adults (mandatory upon hiring)
- Valid First Aid and CPR certification
- Food Safe certification

Wage is determined by the candidate's level of education and/or relevant experience.

Interested applicants are encouraged to send their resume to
Raisa Monteiro Wilson at raisa@mackiesplace.com.

For more information on Mackie's Place, please visit www.mackiesplace.com