



Administrative Support Worker Job Description

Location: YMCA of Cumberland, Amherst, NS

Program: Integrated Youth Services (IYS)

Position Status: Full-time

Compensation: \$33,500 - \$44,800 per year

Reports To: Site Manager of Youth Leadership and Development

There is potential inside all of us – we all have it in us to shine.

Every charity exists to help solve a problem – our charity exists to help solve many problems, from childcare shortages, social isolation, mental health issues, access to wellness, and more. Today, our network is spread across 100+ program locations in HRM and the province, meeting the most urgent needs of our communities in mental health supports, accessible childcare, supporting an increasing immigrant population, safe spaces for youth to grow and lead, helping to navigate a precarious labour market, delivering wellness programming for all, and creating community for isolated older adults.

We give people the tools, encouragement, and safe space to discover their inner strength. When they know someone's in their corner, with unconditional support, they realize they can do more than they thought possible. It's your support, expertise, and guidance that helps people ignite their full potential and shape our neighbourhoods into vibrant and healthy communities.

With us at their side, they can Shine On.

As part of your total compensation:

- Receive a complimentary YMCA membership to our Health & Fitness facilities
- Discounts on YMCA childcare and camp programs
- 3 weeks' Vacation entitlement and paid wellness days
- Comprehensive benefits package and pension
- EFAP Program

About the Role:

Integrated Youth Services (IYS) is a dynamic international and pan-Canadian movement that aims to transform how youth access and receive services for substance use, mental health issues, and other key challenges. Operating within a community-led, partnership-based model, Integrated Youth Services-Nova Scotia (IYS-NS) will offer young people and their caregivers a range of in-person and virtual services, programs, and support, in one convenient location. In doing so, IYS-NS sites will provide a coordinated response that puts youth and caregivers at the center.

The IYS-NS site Administrative Support Worker provides reception duties and administrative and organizational support to the Site Manager, core site staff members and other team members as assigned.

In this role, you will:

Embrace a wholistic approach to youth well-being, informed by the Pan-Canadian Guiding Principles of IYS, the social determinants of health, and the principles of equity, diversity, inclusion, reconciliation, accessibility, and anti-racism (EDIRA).



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- Provides reception duties, creating a warm and welcoming atmosphere for youth and caregivers.
- Directs clients and program participants and notifies staff of people waiting to see them.
- Answers phone calls, relays messages, and refers callers, with follow-up as appropriate.
- Processes incoming/outgoing mail and emails.
- Communicates with youth, families, staff, community partners, suppliers, service personnel, etc.
- Maintains supply of snacks and beverages in the waiting area.
- Handles sensitive and challenging situations with discretion, tact, confidentiality, and a non-judgmental approach.
- Books and handles administrative details for clinics, events and meetings (including rooms, communications, supplies & materials, equipment, catering, etc. as required).
- Provides general typing and data entry (reports, minutes, notes, letters, etc).
- Establishes and maintains office filing system, manuals and records to ensure efficient storage and retrieval of material.
- Maintains databases and identifies and troubleshoots issues that arise.
- Manages inventory of supplies and places orders as required.
- Maintains site team communications.

Education and Skills Qualifications:

- Graduate from a recognized Office Administration, Business or Secretarial Diploma Program required.
- Completion of training in Medical Terminology considered an asset.
- Minimum 1 year of relevant experience required; 2 years preferred.
- Experience and skill in relating to adolescents and young adults strongly preferred.
- An equivalent combination of education and experience will be considered. Applicants relying on education and experience equivalencies must clearly demonstrate such equivalencies in their application.
- Strong working knowledge of Windows, MS Office (Word, Excel, Access, Outlook, etc.), Internet, and database programs required.
- Good working knowledge of office equipment (e.g., facsimile, copier/printer/scanner) required.
- Proven time management and problem-solving skills.
- Excellent organizational skills, strong communication (verbal & written) and interpersonal skills.
- Ability to prioritize and be flexible in the management of workloads; function effectively in a stressful environment with multiple deadlines and concurrent activities.
- Demonstrates initiative; self-motivated and able to work with minimal supervision.
- Demonstrates high regard for quality, accuracy and attention to detail.
- Able to work as part of a team.

To Apply:

Please apply online **by January 28, 2025** at administration@cumberland.ymca.ca

Please note that all successful candidates are required to provide:

- Criminal Record Check, Vulnerable Sector Check, and Child Abuse Registry Check (less than 6 months old), if 18 years of age or older



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- Attend all required Child Safeguarding Training and undergo all Child Safeguarding Policy requirements in the assigned timeframes
- Valid First Aid and CPR Certificate (or willingness to obtain within 3 months of employment)
- Proof of Naloxone training within the last 12 months (or willingness to obtain within 3 months of employment)
- Current certification in Non-violent Crisis Intervention (or willingness to obtain within 3 months of employ)

Please note, Background checks are reviewed on an individual basis – offenses, if any, are based on role and Child Safeguarding requirements, and may not eliminate candidates from employment at our YMCA.

At the YMCA, we are committed to fostering a diverse, inclusive, and equitable workplace where every team member feels valued, respected, and empowered to bring their full, authentic selves to work. We believe that a variety of perspectives, backgrounds, and experiences enrich our YMCA, enabling us to better serve our communities and fulfil our YMCA Purpose. As an equal opportunity employer, we welcome applications from individuals of all backgrounds, including Black, Indigenous, People of Colour, racially diverse, 2SLGBTQIA+ individuals, gender-diverse people, people with diverse abilities, members of ethnic minorities and faith groups, foreign-born residents, and veterans to apply.

If you require accommodation during the hiring process, please inform us in advance to arrange reasonable and appropriate accommodation.