



Position: Intake and Administrative Support Job Description

Duration: Temporary, covering a staff absence

Hours: 20-25 hours per week, working 3 evenings

Salary: \$22.50 per hour

Reports to: Program and Operations Director

This position will provide the administrative support to all counseling and group services, including Partner Assault Response groups (PAR). The Intake and Administrative Support will also respond to direction from the Program & Operations Director in relation to their specific program responsibilities. This position is a primary member of the intake team, and as such is required to work three evenings per week. The incumbent must have excellent organizational and interpersonal skills. The incumbent must also be able to apply appropriate financial tracking practices.

About Porchlight Counselling and Addiction Services: For over 80 years, Porchlight Counselling and Addiction Services has been supporting our community with counselling, building healthy relationships, community engagement, and most recently, with addictions services. We provide a broad array of programs that encompass both individual and group work. Our vision is for a community where there is equality, respect, empathy, and inclusion. We are an accredited organization with Canadian Council of Accreditation and a member agency of Family Service Ontario.

Our team enjoys working collaboratively and we strive to value each other in our day to day interactions. We work to support each other and value a healthy work-life balance. We see our clients as people first and aspire to walk alongside them towards growth and healing. We invest in our staff and work to support their growth as both individuals and team members. If this sounds like an environment where you would thrive, we hope you will apply.

Area(s) of Responsibility:

The Intake and Administrative Support is responsible for the administration, financial tracking, and program support required to ensure quality clinical program delivery. This position will work closely with Program and Operations Director and Director of Counselling.

Program Support:

- Register clients in the appropriate program in a professional, timely manner, ensuring a high level of confidentiality.
- Maintain client files in an organized, concise and current manner; enters files in Porchlight Access database
- Completes appropriate reports and submits to appropriate staff/ funders as directed after approval by the Executive Director or designate.

Administrative:

- Performs administrative duties, including filing, information management, and completion of forms required by the program coordinators.
- Ensures accurate utilization of the agency's case management system. Enters, in a timely manner, correct information into the database
- Ensures appropriate and timely reports are retrieved from the database and provides such reports to the appropriate coordinator.
- Responds to phone, fax, mail and e-mail in a timely manner and channels information to the appropriate people.
- Acts as reception for clients as needed. (see Receptionist job description)
- Other duties as assigned.

PAR Responsibilities

- Manages client information, such as tracking and attendance reporting.
- Communicates attendance information to appropriate contacts in Probation and Parole.
- Other duties as assigned and agreed upon.

Abilities, Skills and Knowledge Required:

- A high level of computer competency and working knowledge of word processing, spreadsheets, accounting systems, email.
- Ability to learn and use various computer-based communication systems effectively.
- Strong clerical and organizational ability, along with priority setting and time management skills.
- Ability to understand and willingness to work with appropriate systems required to support program delivery.
- Strong interpersonal skills and phone etiquette.
- Customer service oriented: seeks to understand the needs of and communicate effectively with stakeholders, supporters and volunteers; appreciates and values them; and nurtures positive relationships.
- Self-starter and ability to work independently with a minimum level of direction.
- Flexible with an ability to multi-task.
- Able to handle interruption and stay on task.
- Action-oriented, high energy, optimistic.
- Team oriented; works well with other employees of the agency.
- Minimum educational requirement OSSGD.

Application Instruction

As a community-based organization, we strongly encourage applications from candidates who reflect the diversity of our community including those who identify as Black, Indigenous, racialized, living with a disability, and/or 2SLGBTQIA+.

Interested applicants should submit their application to Jessica Owen at jessicao@porchlightcnd.org stating the job title in the subject line. We thank all candidates for their interest, however, only those selected for an interview will be contacted. No phone calls or email inquiries please.