

**We're Hiring!**



## **PROGRAM ASSISTANT, COUNSELLING SERVICES**

Posting Requisition	A22100	Program	Counselling Services
Job Type	Temporary, Full-time until September 30, 2022	Location	Surrey, BC
Hours of work	28 hours per week	Closing Date	July 7, 2022

**These positions require union membership. Compensation is in accordance with Appendix A of the BCGEU Collective Agreement. (Grid Level 10, JJEP Wage Grid)**

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

The Program Assistant is primarily responsible for assisting and supporting the clerical and administrative needs of the Counselling Services department such as providing reception support, coordinating with counselling teams for referral process and providing information pertaining to Community Services and the Society.

### **ACCOUNTABILITIES**

- Under the direction of the Counselling Services Manager, will provide support in the day-to-day administration of the Counselling Services Program which includes Sexual Abuse Counselling (SAC), Family Counselling Program (FCP) and Suicide Prevention and Education Counselling Services (SPEAC) by performing such duties as:
- Perform intake and referral process for new or potential Sexual Abuse Counselling (SAC) and Family Counselling program clients.
- Ensuring the referral form is complete and disseminate intake/referral information to the appropriate team of therapists for triage, disposition, and assignment.
- Screen for potential Family Counselling program clients, confirming and cancelling appointments.
- Monitor waitlist, provide waitlist information and manage telephone referral and inquiries for Sexual Abuse Counselling (SAC), Family Counselling Program (FCP), Suicide Prevention and Education Counselling Services (SPEAC).
- Opening and closing client files, ensuring all required documentation is present, archive files and maintain the archival system.
- Purchasing compass tickets and snacks for the programs.
- Managing data input on Nucleus and electronic roster for all three branches of the program.
- Act as primary contact for the Crime Victim Assistant Program, which includes responding to inquires, billing, ordering forms, processing applications, etc.
- Answer incoming calls for the Society, taking and relaying messages and providing community-based resources and referral information as requested. Greet people coming into the office, direct them to the appropriate contacts or services.
- Takes opportunity to stay up-to-date on new community resources relevant for the information and referral process, and communicate with other community service agencies regarding referral information.
- Report and support the development of program reports (i.e., SIRF reports, annual reports, referrals etc).
- Performs other duties, as required.

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## QUALIFICATIONS

### Education, Training, and Experience:

- Diploma in social-services or a related field, training in office administration or a combination of education and experience.
- Minimum 1-year experience in the area of community engagement.
- Proficiency in computer skills such as MS Word, Excel, PowerPoint, Publisher, email management and internet usage.
- First aid certification is an asset.
- Second language is an asset.
- Crisis line experience an asset.

### Skills and Abilities:

- Special skills may be called for, such as active listening and support and knowledge of therapeutic perspectives and modalities.
- Well organized, dependable and able to set priorities to meet deadlines efficiently and accurately.
- Demonstrated proficiency in English written and oral communication skills; strong proof-reading and editing skills.
- High degree of flexibility and initiative.
- Ability to work independently, set priorities, manage multiple tasks and meet deadlines.
- Must have a broad knowledge-base of services and resources within the community.
- Commitment to a problem-solving approach.
- Professional telephone etiquette and a positive attitude.
- Strong commitment to working co-operatively with the Counselling and Admin team.
- Demonstrated discretion with handling and maintaining confidentiality and sensitive information.
- Knowledge of community resources and services.
- Must be sensitive to and respectful of cultural and lifestyle diversity.

## SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.
- Applicants with lived experience are strongly encouraged to apply.

*\*An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position.*

### PLEASE APPLY TO:

Heather Lynch, Senior Manager

Email: [Heather.Lynch@options.bc.ca](mailto:Heather.Lynch@options.bc.ca)

No phone calls please

Please include a cover letter clearly indicating the posting number [posting #22100] and outlining your qualifications and related experience for the position.