

We're Hiring!



PROGRAM FINANCIAL ASSISTANT

Posting Requisition	22179	Program	<i>WorkBC Employment Services</i>
Job Type	<i>Temporary, Full-time until November 1, 2023</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week</i>	Closing Date	<i>Open until filled</i>

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 Financial Assistant is responsible for performing, coordinating and overseeing financial and office administrative duties including data quality corrections, and sustained outcomes follow-up (4, 24 & 52 week) to enhance key performance measures and program outcomes. The Program Financial Assistant is also responsible for providing backup to the Administrative Assistant and Client Services Representative positions.

ACCOUNTABILITIES

- Conduct 4, 24- and 52-week employment follow-up and ensure job sustainment documentation for outcomes are accurately captured and entered in ICM.
- Perform data quality and ministry invoice corrections
- Reconcile program sustained outcomes fee with finance.
- Order/purchase and maintain supplies. Keep inventory for office supplies, food vouchers, bus tickets and other supplies for clients.
- Managing orders and invoices from schools, daycares and office service providers.
- Complete program statistical reports related to COA and ministry inquiries.
- Provide backup to the Administrative Assistant and Client Services Representative positions as follows:
- Make job start support purchases and registration for short term training
- Greet clients, manage incoming telephone calls, schedule appointments, and organize daily client flow.
- Answer questions and provide accurate information regarding the WorkBC Employment Services.
- Maintain all required forms/assisting clients to complete initial intake forms online.
- Dispensing and tracking transportation, job starts and other financial supports as required
- Perform a variety of administrative duties, including maintaining records in a confidential manner.
- Work with other work groups in establishing financial procedures.
- Process annual archiving of closed files.
- Assist with program health and safety tasks.
- Assist with marketing the program.
- Adheres to the policies and standards as established in policy and program manuals, Health & Safety Guidelines, job descriptions, written memos, and verbal agreements.
- Attend meetings as required and work as a member of the team.
- Perform other duties as assigned.

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QUALIFICATIONS

Education, Training, and Experience:

- Completion of high school preferably with post-secondary administrative certificate/diploma and a minimum of one-year experience in an Administrative/Bookkeeping or similar role.
- Advanced computer skills in MS Office and internet; ICM experience an asset.

Skills and Abilities:

- Organized and comfortable working in a multi-tasking, fast-paced environment.
- Thorough knowledge of employment services and well-rounded knowledge of services and resources in the community.
- Exceptional communication and listening skills to ensure clients feel respected, heard and supported.
- Ability to organize and carry out duties with independence and professionalism.
- Alert to the needs of a performance-based business model.
- Strong ethics around confidentiality.
- Flexible and committed to contributing to a team - 'can do', 'will do' attitude.
- Competent in relating to very diverse clientele; patient and calm when handling challenging situations.
- Must be sensitive to, and respectful of, cultural and lifestyle diversity.
- Second language/Crisis Line experience is an asset.

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. This position is open to all qualified applicants.*

PLEASE APPLY TO: Mahrukh Khuram, Program Manager

Options Community Services Society

Email: employment_services@options.bc.ca

No phone calls please

Please include a cover letter clearly indicating the posting number [posting #22179] and outlining your qualifications and related experience for the position.