



**EXTERNAL POSTING**  
**Community Services Administrator**  
Community Services  
**Thunder Bay, Ontario**

**POSITION SUMMARY:** The Ontario Native Women's Association is currently accepting applications for a **full time** position of **Community Services Administrator** in **Thunder Bay**.

The Community Services Administrator -will provide assistance to the Director of Community Services and the entire portfolio. This role will actively seek out services and resources available to Indigenous families within the communities. Reporting to the Director, the Community Services Administrator will perform general office management duties providing organized and proactive administrative, technical and logistical support to the entire portfolio.

**QUALIFICATIONS:**

- Grade 12 or Office Certification – Business Certificate and 2 years' experience in an Indigenous community setting combined with strong administrative skills and experience
- Knowledge of Aboriginal support services available to clients within the community (s)
- Excellent relationship building skills with the ability to maintain positive relationships with local service agencies.
- Experience tracking & reporting statistical information.
- Excellent organizational and communication skills and an ability to follow through on assigned duties independently with strict deadlines.
- Ability to plan, organize and manage time effectively.
- Highly motivated individual with the ability to work with minimal supervision.
- Capacity to solve problems and to see different perspectives.
- Knowledge of and connection to service agencies in the location of service delivery
- Ability to network with other community agencies/services/organizations
- Knowledge of Indigenous Culture, Traditions, and Aboriginal Community
- Awareness of Community Resources
- Demonstrated experience providing services to Indigenous families and communities.
- Proficient working knowledge of MS Office Software, internet, and general office equipment.
- Ability/willingness to travel and to work flexible hours.
- The ability to speak Ojibway and/or Oji-Cree is an asset.
- A valid, current criminal reference check.
- A valid Class "G" Drivers' license and access to a reliable, appropriately insurance.

[www.onwa.ca](http://www.onwa.ca)

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Head Office: 150 City Road • P.O. Box15-684 City Road • Fort William First Nation, ON P7J1J7 •  
Toll Free: 1-800-667-0816 • Phone: (807) 577-1492 • Fax: (807) 623-1104

## RESPONSIBILITIES:

- Perform general office management duties providing organized and proactive administrative, technical and logistical support to the portfolio;
- Research/seek resources to assist Indigenous families and provide information to staff on pregnancy, healthy child development, providing a safe and nurturing environment, parenting, daily living skills, housing, cultural teachings and traditions etc.
- Assisting with personnel matters including timesheets, vacation requests, and coordinate all resources for all programs including the off-sites
- Work with local service delivery agencies to provide information on ONWA and its programs
- Manage the client complaints process, collect all complaints, write up contact notes, organize and provide a timely overview to the Director of Community Services
- Preparing PowerPoint presentations and working on excel spreadsheets for monthly data collection
- Assisting in preparation of documents, correspondence and printing of information for circulation at events or in-house
- Inputting purchase orders and keeping track of receipts
- Maintain the departments filing system, paper and digital
- Track and maintain departments committee/program information including closed client files
- Prepare agendas and minutes when needed
- Preparing correspondence; track deadlines and due dates
- Ensures an efficient flow of information internally and externally;
- Attend all training opportunities as assigned by Director of Community Services
- Cover reception when needed for breaks and any time off including vacation
- Attend all mandatory staff meetings and staff development sessions
- To assist with organizing training and booking travel arrangements for the programs department
- To assist the portfolio in annual reporting, data collection and complete quarterly information gathering for promo events, newsletters etc.
- Other duties as assigned

## RESPONSIBILITIES – GENERAL:

- Culture – takes personal responsibility to increase sensitivity, awareness, and implementation of ONWA’s cultural teachings and organizational practices in both professional conduct and work-related deliverables.
- Support and work towards the overall aims and objectives of the ONWA.
- Adhere to all policies and procedures. Carry out other tasks which may be necessary from time to time as required.

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#### **RESPONSIBILITIES – ADMINISTRATIVE:**

- Complete monthly gathering and input of statistics into database
- Complete quarterly reports on or before the requested due date.
- Maintain accurate up to date client listing, database.
- Complete other duties or admin as assigned
- Administers the quarterly quality assurance and client questionnaires and efficiently compiles all results for quarterly reporting
- Assists with the annual AHWS client questionnaire and coordinates with workers for timely completion.

#### **RESPONSIBILITIES – PUBLIC RELATIONS:**

- To network and promote ONWA and all ONWAs related programs.
- Adhere to professionalism at all times and maintain good communications.
- Maintain professionalism at all times.

#### **STANDARDS OF PERFORMANCE:**

Adhere to Policies and Procedures as set by the ONWA.

#### **AUTHORITY:**

To execute duties and responsibilities outlined in this job description.

#### **ACCOUNTABILITY:**

The Service Coordinator will be directly accountable to the Director of Community Services for the proper completion of the functions outlined in the job description.

Applicants are asked to submit a resume and cover letter to the attention of:

**Human Resources  
Ontario Native Women's Association  
380 Ray Boulevard  
Thunder Bay, ON P7B 4E6  
Fax: (807) 623-1104  
Email: [hr@onwa.ca](mailto:hr@onwa.ca)**

***Qualified Indigenous Women are particularly encouraged to apply.  
Only those applicants granted an interview will be contacted.  
A job description is available upon request.***

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***We welcome applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.***

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