

British Columbia Aboriginal Network on Disability Society



BCANDS Office Coordinator Position Description

August 2018

“Supporting the unique and comprehensive disability and health priorities of Indigenous persons and organizations across British Columbia, through relevant, timely and accessible client services”

POSITION TITLE: BCANDS OFFICE COORDINATOR	ISSUE DATE: August, 2018
IMMEDIATE SUPERVISOR: BCANDS Executive Director / Designate	UNION MEMBERSHIP: BCGEU Required
WORK LOCATION(S): BCANDS Office - Victoria, British Columbia (travel may be required)	HOURLY RATE: 19 / HR
HOURS PER WEEK: 28 Hours Weekly	WORK DAYS: Tuesday through Friday

BACKGROUND

The BCANDS Office Coordinator is a three (2.5) year term position with the possibility of extension.

The BCANDS Office Coordinator will assist and provide quality support regarding the overall operations of the Society. This includes program support, administrative support, social media, and general office duties such as answering telephone calls, replying to emails, communicating to stakeholders, clients and associated partners, etc., all done in a professional and competent manner, enhancing the services and image of the Society.

NOTE: The following duties and responsibilities of the BCANDS Office Coordinator may be adjusted in order to meet the needs of the Society, clients, communities and partner agencies. The following are primary duties and functions that also may be expanded upon in order to best address the needs of Indigenous individuals and families living with a disability and the overall operations of the Society.

DUTIES / RESPONSIBILITIES

The BCANDS Office Coordinator will work as an expert in relation to overall office / administrative support services and serve as a resource to the various programs and services of the Society.

As the typical first point of contact with the Society, the BCANDS Office Coordinator will work directly with a variety of stakeholders including Indigenous individuals and families living with a disability, government agencies, not-for-profit agencies and others. All interactions will be done in a respectful, understanding and confidential manner, ensuring the integrity of the Society and the confidence of our client and stakeholders.

Broad Functions of the BCANDS Office Coordinator Position

- Answer, screen and forward all incoming calls to relevant team members, in a courteous manner; ensuring names, numbers and information are correct;
- Deal with all team members, stakeholders and clients in an efficient and timely manner.
- General administrative and clerical support including mailing, photocopying, scanning and faxing, supply management, filing, etc.;
- Manage incoming and outgoing mail;
- Schedule and coordinate meetings for management;
- Reporting as required by management and funding partners;
- Research and data collection for the various programs of the Society;
- General office upkeep; and
- Other duties as assigned

RELEVANT KNOWLEDGE

The BCANDS Office Coordinator is expected to possess, maintain and acquire knowledge as necessary, as it relates to the position.

Additionally, the BCANDS Office Coordinator will:

- Possess a working understanding of the history of Indigenous peoples and their experiences within British Columbia / Canada;
- Possess knowledge and abilities regarding cultural safety and awareness when working with individuals, families and communities;
- Possess an understanding of various associated service organizations and their programs as it relates to supporting the Society (government, not-for profit, Indigenous; and
- Possess an understanding of potential local, regional and provincial resources, both within First Nation communities and externally to assist in the overall duties of the position and operations of the Society;

DESIRED SKILLS AND ABILITIES

- **Service Orientation** - The desire to identify and serve all clients and stakeholders, who may include the public, co-workers, government organizations, and non-government organizations, focusing one's efforts on discovering and meeting the needs of the individuals we serve
- **Addresses Underlying Client Needs** - Knows and understands the client's issues and / or seeks information about the real underlying needs of the individual, beyond those expressed initially, and matches needs to available (or customized) services to ensure success as much as possible
- **Teamwork and Co-operation** - The ability to work co-operatively with diverse individuals and teams within BCANDS and externally, to achieve client, stakeholder and organizational goals. This includes the desire and ability to understand and respond effectively to other people from diverse backgrounds, diverse histories and experiences and with diverse views
- **Solicits Input** - Genuinely values others' input and expertise, is willing to learn from others (including clients, supervisors and peers). Solicits ideas and opinions to help form specific decisions or plans and promotes team, interagency and multi-jurisdictional co-operation
- **Flexibility** - The ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job
- **Results Orientation** - Desire for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement)
- **Problem Solving / Judgment** - The ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions

- **Sees Basic Relationships** - Ability to see causal links between components of a problem / situation
- **Sees Multiple Relationships** - Ability to break down complex situations into manageable parts in a systematic way
- **Information Seeking** - The desire to know more about things, people or issues.

ADDITIONAL REQUIREMENTS

- Excellent office computer skills (word processing, presentation, and database programs)
- Excellent ability to communicate orally (public speaking) and in writing, to a variety of audiences
- Physically and mentally able to perform the duties of the position
- Possess a valid BC Class V driver's license and access to a reliable vehicle during work week
- Satisfactory pass criminal background record checks, i.e. working with children and vulnerable adults
- Previous experience working with Persons with Disabilities (IPWD / PWD)
- Previous experience working with Indigenous communities, individuals and organizations
- Diploma / Certificate in Office Administration
- Canadian Citizen or Permanent Resident of Canada

* *An acceptable combination of education and experience may be accepted, at the discretion of the employer*

* *BCANDS welcomes applications from all qualified candidates including Indigenous peoples, persons with disabilities, women and members of visible minorities*

* *As per Section 7 of the Employment equity Act, BCANDS may give preference in employment to Indigenous persons. <http://laws-lois.justice.gc.ca/eng/acts/e-5.401/page-2.html#docCont>*

About BCANDS

The British Columbia Aboriginal Network on Disability Society (BCANDS) is an award winning, provincial, Indigenous, disability organization operating within British Columbia since 1991. BCANDS is the only stand-alone Indigenous organization of its type in Canada and enjoys consultative status with the United Nations Department of Economic and Social Development.

If you wish to apply for this opportunity, please send your cover letter and resume to:

Email: exdir@bcands.bc.ca

Fax: (250) 381 7312, or by mail to:

BCANDS
#6 - 1610 Island Highway
Victoria, British Columbia – V9B 1H8

**** No phone calls please, only successful applicants will be contacted. Thank you.***