

TITLE: Administrative Assistant	CLASSIFICATION: Clerk 11
POSITION NUMBER: 00096037	SUPERVISOR TITLE: Coordinator, Corporate Operations

ORGANIZATIONAL CONTEXT

The Representative for Children and Youth (RCY), an independent officer of the B.C. Legislature, works to influence positive change to B.C.'s child-, youth- and young adult-serving system. The Representative's Office is mandated to provide direct advocacy support to children and youth who are connected to the child and youth service system; to monitor and review government services for children and youth; and reviews and investigates deaths and critical injuries of children and youth in BC.

RCY functions within a complex and dynamic socio-cultural, legislative and practice context. Drawing on multiple sources of information and knowledge, RCY continually assesses and identifies opportunities to inform and advocate for improvements in the child, youth and young adult serving systems and establishes strategic priorities and takes action accordingly.

Two interconnected priorities for RCY are to: 1) identify and advocate for ways to address the over-representation of First Nations, Métis, Inuit and urban Indigenous children and youth in government care and connected to child welfare services; 2) meaningfully and ethically engage with children, youth, young adults and the community members who care about, to enhance RCY's understanding about their lived and living experience, especially with systems of care.

To support these priorities, RCY is committed to becoming a more culturally aware and agile organization, integrating Indigenous ways of knowing and being into our daily practice, and ensuring that our work highlights concerns with and opportunities to improve the experience of and outcomes for First Nations, Métis, Inuit and Urban Indigenous children and youth in need of services.

RCY supports all staff to develop a critical understanding of the history of First Nations, Métis, Inuit and Urban Indigenous Peoples within Canada and the impact of colonization on the contemporary experience of children, youth, families, and communities and on current

systems, structures, and politics. Meaningful relationships with Indigenous leaders, young people, organizations, and communities are of vital importance to RCY.

In addition, RCY is committed to centring and lifting up the voices and lived and living experience of children, youth, families and young adults who are or have engaged with B.C.'s child-, youth- and family-serving systems.

JOB OVERVIEW

Reporting to the Coordinator, Executive Operations, the Administrative Assistant provides administrative support to RCY's Executive Directors and provides operational and administrative support to the following program areas at the Office of the Representative for Children and Youth:

- Corporate Services (IT/HR/Finance/Communications)
- Individual Advocacy and First Nations, Métis and Inuit Engagement
- Reviews & Investigations
- Systemic Advocacy and First Nations, Métis and Inuit Research

ACCOUNTABILITIES

- Supports the development and implementation of admin support procedures and standards for the program areas
- Provides support to HR, IT/IM and Finance, particularly around onboarding of new staff. Performs leave management functions for the program areas.
- Provides on-site administrative services, responding to enquiries via email or in-person regarding the mandate and services of the Office. Provides back-up support to other administrative positions as needed.
- Types, formats and proofreads a variety of documents and materials such as memos, presentation materials, graphs, flow charts, tables, reports, briefing notes, correspondence and spreadsheets from drafts or hand-written notes using tools such as Word, Excel, PowerPoint and Outlook.
- Supports 3 (4) Executive Directors with calendar management and makes travel arrangements, arranges meetings and prepares agendas and other resource materials for meetings and appointments.
- Takes notes and minutes at team and project meetings as assigned and attends to appropriate filing and archiving of these for easy access.
- Assists the ICRCs with the administration of SWAG and protocol giftware.
- Provides finance administration support for the program areas including monitoring expenditures, preparing business expense forms and ensuring required approvals are obtained, and reconciling purchase card expenditures.

- Gathers, compiles and summarizes information required by program staff such as resource lists and community contact lists.
- Attends or participates in online or in-person community events and workshops to manage logistics, take notes and follow up on commitments.
- Assists staff with B.C. Public Service policies, procedures, forms and tools, including iExpense, business expense approvals, travel approval forms, etc.
- Sets up and maintains the records management system for the programs ensuring the proper storage, retrieval and disposal of program area records.
- Administers correspondence in CLIFF by creating, referring, updating, importing appropriate documentation and closing logs.
- Monitors the RCY general email account and reroutes email to appropriate staff. Date stamps and distributes incoming mail and prepares outgoing mail.
- Proofreads correspondence, ensuring the response is clear, concise and messaging is consistent, and that the tone and format meet organizational standards
- Other administrative tasks/duties as required in support of the Coordinator, Corporate Operations

JOB REQUIREMENTS

Education and related experience

Secondary school graduation or equivalent. Some relevant post-secondary training preferred, such as office, business or public administration, community development or project management preferred.

A minimum of two years' relevant work experience, including:

- Providing consistent administrative support to senior staff and teams
- Interpreting and applying B.C. Public Service or other established financial policies and procedures, including travel and expenditure control and the use of reporting and control mechanisms such as iExpense.
- Managing an electronic calendar for senior management or executive, including booking and updating meetings and appointments.
- Working with correspondence tracking systems or similar databases.
- Applying records management policies and procedures
- Working with Microsoft Office suite, as well as other platforms including Skype, Zoom and Microsoft Teams
- Experience working in a confidential capacity with integrity and discretion

Preference may be given to applicants as follows:

- Indigenous, Black or racialized, LGBTQ2S+, people with diverse gender identities or expressions, and/or people with disabilities.
- Those with BC public service experience.

To assist us with screening, please ensure your application clearly indicates that you self-identify as having one or more of the qualifications or identities listed above. Please note that if you have another identity typically under-represented in the public service, please indicate this in your application to assist us in the review process. We will hold your application in strictest confidence, sharing it only with the hiring panel.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

- Understanding of Indigenous worldviews, practices, and protocols
- Basic knowledge of child rights
- Knowledge of the child-serving system in B.C. and related legislation

Skills

- Excellent communication skills in order to respond to in-person inquiries from the public, including those who may be upset, in distress or angry, or those with communication challenges
- Excellent writing and editing skills, computer skills and verbal communications skills
- Strong collaborative team skills with the ability to take individual initiative
- Exceptional organizational skills, the ability to construct or adapt systems for efficiency, and to anticipate and respond to the needs of program area staff

Abilities

- A calm, professional manner including the ability to appropriately manage stressful situations, and to handle complex, confidential, and sensitive matters that may be difficult to hear
- An understanding and demonstrated ability to exercise discretion and maintain confidentiality when dealing with sensitive information
- Excellent ability to time manage and multitask
- Flexibility to handle stress and work under pressure while meeting tight deadlines
- A strong attention to detail

Please note that applicants must be able to successfully meet RCY security screening requirements which include a criminal records check, and Criminal Records Review Act (CRRA) check.

Travel may be required for this position.

BEHAVIOURAL COMPETENCIES

- **Cultural agility** is the ability to work respectfully, knowledgeably and effectively with Aboriginal people.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Planning, Organizing, and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups.
- **Problem-Solving and Judgment** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

For more information on competencies, see:

[BC Public Service competency resource page](#)
[Aboriginal relations behavioural competencies](#)