



JOB DESCRIPTION ADMINISTRATIVE ASSISTANT

Classification: Clerk 12
Position Number: 00090637
Supervisor title: Executive Coordinator

WHO WE ARE

The Representative for Children and Youth (RCY), an independent and non-partisan officer of the B.C. Legislature, works to influence positive change to B.C.'s child-, youth- and young adult-serving systems. Working under the authority of the [Representative for Children and Youth Act](#) and [Regulations](#), the Representative's Office provides advocacy support to people dealing with the service system and advocates directly on behalf of children, youth and young adults, monitors and reviews government services for children and youth and reviews and sometimes investigates deaths and critical injuries of children and youth who are receiving services.

We aspire to a legacy where children, youth, young adults and families served by the child and family serving systems receive **timely, appropriate and compassionate support and services** that they need, when they need it. We dream of a Province where all children and families thrive and where experiences of **stigma, shame, judgment and racism** have been eliminated.

RCY is committed to being 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 and bright spots. We are committed to relationship, respect, reciprocity, relevance, responsibility and repair. We are guided by the principles of cultural safety, anti racism, we are a highly connected organization known for upholding rights and being respectful, responsive, responsible, reciprocal and a good ally. As Nations and communities work towards resumption of jurisdiction, RCY is appreciated for what we do and how we do it; we seek direction from and accompany those on their journey in a supportive way.

Reporting to the Executive Coordinator, 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

ROLE DUTIES

- 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 Executive Coordinator

QUALIFICATIONS

Education

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

Experience

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

Knowledge, Skills & 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 or 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 review the job posting on [RCY's careers page](#) for details regarding preferences and other specific requirements for this position.

COMPETENCIES

RCY Competencies

Cultural Agility is the ability to work respectfully, knowledgeably and effectively with Indigenous people and people of all cultures. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all.

Self-Discovery and Awareness means understanding one's thoughts, feelings, values and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour – and then intentionally seeking a way forward that positively impacts the interaction and relationship.

Building a trust-based relationship requires a fundamental understanding that "relationship" is the foundation from which all activities happen and that building a good relationship takes time and commitment. It is a willingness to build a personal relationship in addition to a professional one, participating in open exchanges of experiences and culture. It requires a genuine, non-controlling approach and relies upon demonstrated integrity and transparency.

Position Specific Competencies:

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:

[Competencies for Interviews & Hiring - Province of British Columbia](#)
[Indigenous Relations Behavioural Competencies - Province of British Columbia](#)