

Administrative Assistant – Central Intake **London Middlesex Community Support Services Network**

Cheshire Independent Living Services is the Lead Agency for Community Support Services in London and Middlesex. CSS Central Intake completes intakes on behalf of our CSS partners to register individuals for services. We focus on promoting independent living through prevention, early intervention, self-management, health and well-being services such as nutrition, health and wellness, personal and social supports for older adults (55+), persons with disabilities, brain injury, or dementia. Community Support Providers in London and Middlesex work together to deliver the services that assist you in your day-to-day living.

Overview

Title: Administrative Assistant, London Middlesex Community Support Services Central Intake

Status: Permanent Full-Time

Hours of Work: Monday to Friday; 35 hours per week

Starting Rate of Pay: Starting pay rate \$21.19 per hour.

The Administrative Assistant for the Central Intake Team will provide support and assistance to the entire team to work towards the goal to centralize the scheduled delivery of community support services. This role will work with team members to organize and input client data and create mail out packages. This role will act as a support to the Intake Coordinators to work through client's messages and answer and support clients with different inquiries. The Administrative Assistant will work closely with CSS organizations and Home and Community Care Support Services.

Role Requirements

- Grade 12 required, post-secondary certificate in a related program is an asset
- Ability to provide high-quality customer service in a fast-paced environment with multiple priorities and competing deadlines
- Demonstrated problem solving, time-management, setting priorities and critical thinking skills
- Excellent interpersonal and communication skills; both written and oral
- Demonstrated proficiency using the Microsoft Office suite of programs, including Word, Excel, and PowerPoint
- Working knowledge and experience with office equipment like printers, fax machines, and postage meter machine
- Valid Driver's License, insurance and use of a vehicle
- Must possess (or able to acquire) a current Police Vulnerable Sector Check

Role Responsibilities

- Working in a confidential manner to ensure the security of information and accuracy during data entry and data collection processes
- Working in a collaborative manner to maintain relationships with community support partner agencies
- Receive and coordinate all standardized documentation, data collection, triaging of calls
- Prepares and sends out client service agreements, consents and program information as well as other information and packages as assigned. Reporting and tracking as required
- Accountable for being knowledgeable of all policies and procedures related to their employment and functions
- Performs other tasks as assigned

How to apply

Qualified applicants are asked to submit a resume and cover letter to the following:

Subject Line: **Intake Administrative Assistant**

Deadline: **January 17, 2023**

Email to: apply@cheshirelondon.ca

Fax: (519) 439-4815 or #2-1111 Elias Street, London ON N5W 5L1

Cheshire Homes of London is committed to providing a barrier-free environment for all stakeholders. As an agency, we advocate all requirements of the Accessibility for Ontarians with Disabilities Act (2005) as part of our organizational mission and core values. Upon request, accommodations can be made for this recruitment process.