

## HOSPICE YUKON SOCIETY

### Job Description

\$24.00-\$26.00/hr

**Job Title:** Administrative Assistant

**Reports To:** Executive Director, Hospice Yukon

### Job Purpose:

Reporting to the Executive Director, the **Administrative Assistant** for Hospice Yukon is responsible for providing administrative and reception duties as well as providing a front line of support for clients and the public.

As an organization where staff and trained volunteers provide support to the dying, the bereaved, their loved ones and professional caregivers, our clients often represent a vulnerable part of our community. An essential heart-centered approach, including providing a secure safe space for clients, staff, board and volunteers is integral to the work that we do.

The ability to work in collaboration with others is a critical aspect of this job. This position is part of a close and effective team of staff and volunteers delivering Hospice Yukon programs and services to all Yukoners.

### Duties & Responsibilities

- Greet all visitors and coordinate all reception duties.
- Provide administrative support to all team members including photocopying, printing, mailing, and assembling resource materials.
- Provide information to volunteers, prospective volunteers, clients and professional community about Hospice Services.
- Contact and coordinate to ensure community resources are up to date in various locations; check-in with contacts twice a year, restock and provide current information.
- Maintain continuity of the day to day operations for staff to ensure efficiency and effectiveness within the office.
- Provide initial telephone and one on one office support to clients.
- Coordinate correspondence by email, mail, phone and in person.
- Schedule client appointments and register participants in programs.
- Receipt financial donations, coding invoices and organize invoices for bookkeeper.
- Manage Petty Cash Float for office.
- Record organizational statistics.
- Order and purchase office supplies.
- Assist with special projects, special events, presentations and training.
- Maintain the digital library records, check books in and out and send out overdue notices.
- Maintain and improve upon company contact database and file management systems.
- Overall office maintenance ensuring that all public office areas are tidy and organized, adequately supplied and equipment is running properly.
- Act as an educational resource to the community.
- Promote community awareness and networking of Hospice Yukon's programs and services.

- Draft and keep up-to-date the Office Procedure Manual.
- Cross-training for other roles may be required.
- Other office duties as required.

**Qualifications**

- Certificate, Diploma in Office Administration or the equivalent work or volunteer experience.
- Working knowledge of Word, Excel, and database management.
- Excellent interpersonal skills and communication skills.
- Client-service orientated.
- RCMP Criminal Records Check.
- Valid Yukon Driver’s License.

**Skills and Abilities**

- Computer Proficiency in tandem with demonstrated writing skills.
- Ability to work both independently using initiative and self-motivation, as well as participate fully in team settings.
- Ability to be comfortable working with people who are grieving and dying.
- Able to bring mindfulness to working and communicating with people who are in a vulnerable state.
- Excellent interpersonal skills; the ability to communicate and work effectively with individuals and groups.
- Excellent customer service skills.
- Ability to prioritize, multi-task and be flexible.
- Develop and implement a self-care plan and set boundaries of involvement.
- Manage sensitive and confidential information.
- Maintain a high level of confidentiality in all interactions.

**Working Conditions:** Evening or weekend work may be required.

**Direct Reports:** This position has no direct reports.

Approved By:	
Date Approved:	
Last Reviewed:	