

Administrator, Men’s Recovery

Job Description

Department: Men’s Programs & Outreach

Branch: Men’s Recovery

Location: 601 East Hastings, Vancouver

Reports to: Manager, Men’s Recovery

**Job Summary:**
This position provides administrative support for the Manager, Men’s Recovery and involves overall responsibility for the administrative functions in the Men’s Recovery branch. This position ensures that the team is served in a timely, proficient, and grace-filled manner, facilitating excellent communication within the team, as well as to other parts of the organization and outside agencies. This role includes some direct support of the program participants, such as getting them oriented and well settled into the program.

**Main Duties and Responsibilities:**

* Model Christ in word and deed.
* Provide highly responsible and confidential assistance to the Manager, Men’s Recovery.
* Ensure effective administration of the Men’s Recovery program, including wait lists, attendance records of all phases, key scan system, class rotations.
* Act as the administrative and communication HUB for Men’s Recovery program. Coordinate room preparation with custodial services.
* Compile and submit Men’s Recovery program measures, ensure KPI data is accurate. Prepare other reports as required.
* Assist team members with administrative and coordinating tasks. Maintain office supplies.
* Coordinate staff hours, scheduling, payroll information, team events and meetings.
* Handle all administrative function associated with new applications to the program, assign staff to interview them, and ensure the ETO waitlist is updated.
* Oversee the orientation of new program participants, ensuring they are well settled. Provide a supportive and caring presence to the residents as appropriate.
* Prepare, assemble, edit, and proofread memos, presentations, and other materials such as the Men’s Recovery handbook.
* Network with outside agencies and other mission organizations when necessary.
* Ensure timely follow-up of action items to the Manager and Men’s Recovery program for consideration.
* Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.
* Coordinate some aspects of the program that involve outside community members or services (volunteers for the morning devotionals, Massage Therapy practicum students, etc.)
* Perform other duties as assigned.

**Knowledge, Skills and Abilities:**

* Mature individual, committed to Union Gospel Mission’s Mission Statement, Core Values and Statement of Faith.
* Personal knowledge and experience of the saving work of Jesus Christ.
* Good English skills (verbal, reading and writing).
* Demonstrated analytical thinking and organizational skills.
* Advanced experience in administrative environments.
* Advanced computer skills (Excel, Word and Outlook).
* Knowledge of alcohol & drug recovery, trauma-informed care, would be an asset.
* Excellent interpersonal skills preferred. A welcoming and attentive presence, with wise boundaries.
* Post-secondary education combined with several years of related experience preferred.

**Behavioural Competencies:**

* **Adaptability/ Flexibility (Level 2)**

Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.

* **Christ-likeness (Level 3)**

Demonstrate the love of Christ in word and deed by living out the values of the Gospel.

* **Continuous Learning (Level 2)**

Identify and pursue opportunities to enhance professional performance and development in effective program delivery and excellent service.

* **Delivering Results (Level 1)**

Remain self-motivated and focused until the best possible results are achieved, with passion and persistence despite obstacles, resistance, and setbacks.

* **Interpersonal Rapport/Savvy (Level 2)**

Establish and maintain relationships with others based on mutual respect, trust, sensitivity, transparency, empathy, compassion, tact, and diplomacy.

* **Planning and Organizing (Level 2)**

Identify and prioritize tasks, develop and implement plans, evaluate outcomes, and adjust activities to achieve objectives.

* **Self-Care (Level 2)**

Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.

* **Teamwork and Cooperation** **(Level 2)**

Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

## Working Conditions:

* **Work Location**

Work is generally performed indoors within an office environment, with standard office equipment available.

* **Physical Requirements**

Work is generally sedentary in nature, but may require standing, walking or reaching for up to 50% of the time. Employee is required to look at a computer screen and use a keyboard for up to 60% of the time. Must be able to lift up to 35lbs occasionally.

* **Work Conditions**

Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. Occasional environmental exposures to cold, heat, and water. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.

* **Hours of Work**

This position works a day shift. Some weekend or evening work may be required. Moderate overtime may be required. Working on statutory holidays may be required.

* **Hazards**

Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working occasionally in unhealthy conditions, including exposure to bodily fluids, lice and bedbugs. Employee is required to hear information about clients’ lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.

* **Other**

Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

**Employee’s Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Supervisor’s Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_