

Job Title **Client Care Team Administrator**
Reporting to: Refugee & Immigrant Health and Case Coordination Manager

Who WE are...

Since 1998, Global Gathering Place (GGP) has remained dedicated to helping refugees and immigrants integrate and thrive in Canada. By delivering critical services, English classes, and a full calendar of programs, we work hard in service of our vision: A society where newcomers to Canada are fully engaged and valued.

As GGP has grown from a grassroots group to a non-profit leader in the settlement sector, we continue to pride ourselves on personalized, client-centred service. We know our clients; we understand their needs, their fears, and their goals. No one is ever a number at GGP.

Our organizational culture centres around collaboration and each staff member wears many different hats. We work together across departments and in partnership with diverse community partners. We offer guidance for making local services more inclusive and accessible, and advocate for what we know to be true: that immigrants and refugees, when given the opportunity, make valuable contributions to all aspects of Canadian society.

Who YOU are...

You strongly believe in diversity, and respect for people, and have a passion for helping others thrive and succeed. You value and are committed to equality, and respect, and you love learning about people and their cultures. You are at your best when you surround yourself with other committed individuals and you do your best work when you collaborate and work WITH others. You are goal-oriented, tenacious, and creative when it comes to problem-solving.

What is a Client Care Team Administrator? ...

The Client Care Team Administrator provides support to the Client Care team, coordinates REACH medical appointments, inputs and maintains new client files into our data management systems, maintains office supply inventories, reports facility maintenance issues, and assists the front desk with reception as directed. The Client Care Team Administrator will work closely with the team to ensure accurate information on GGP's programs and activities is shared with all staff and clients.

Responsibilities:

- Books initial appointments at the Refugee Engagement and Community Health Clinic (REACH).
- Ensures we have complete client files, enters these into our data management systems, and prepares secure document bundles for the REACH clinic.
- Shares appointment information with client counsellors or sponsors as appropriate
- Scribes, prints, photocopies, and files documents as necessary.
- Schedules appointments and books meeting rooms.
- Distributes incoming faxes
- Builds and maintains productive working relationships with GGP clients, staff and volunteers.
- Fulfill reception duties
- Is a professional that welcomes and registers clients in an accurate and efficient manner in GGP databases, and other data entry and computer work as required.

- Is resourceful and uses sound judgement in determining how to refer clients to GGP programs or staff, or other agency services.
- Keeps resources about GGP and other communities up to date.
- Drafts correspondence
- Monitors cleanliness and tidiness, and safety and security of common areas and supply rooms.
- Ensures that the office supply closet is well organized and stocked
- Performs other duties as required

Secondary responsibilities are to:

- Participates in organization and team staff meetings as well as other required meetings
- Upholds GGP vision and values
- Follows all GGP policies and procedures
- Be able to work flexible hours when needed and adapt to changing work schedules
- Be reliable, punctual, and presentable
- Be willing and able to be mentored, and participate in training and other professional development opportunities as assigned

Do YOU have the education, skills, and competencies...

- University degree in the humanities, social sciences, business administration, or a related field. A combination of education and experience will be considered
- A minimum of 2 years working in an office environment
- Experience in a cross-cultural setting is considered an asset, along with experience and commitment to promoting environments where diversity in background, thought, and practice is welcomed and valued
- Excellent interpersonal skills
- Excellent verbal and written communication skills, and attention to detail
- Excellent organizational skills and the ability to prioritize and multi-task
- Demonstrated computer proficiency with MS Office Suite, and Outlook, and the ability to learn new software
- Ability to prepare monthly/quarterly reports to meet guidelines
- Ability to work in a team, as well as independently and with minimal supervision
- Ability to handle, account for, and be trusted with, money
- The ability to speak another language is an asset
- A clean Criminal Record Check with a Vulnerable Sector Check
- Be able to comply with GGP's Covid-19 Vaccination Policy

NOTE: The above job description reflects management's assignment of the most essential functions of the job classification. It does not prescribe or restrict the tasks that may be assigned nor is it intended to be an exhaustive list of all responsibilities and activities required of the position.

Edited December 1, 2022