



# Turning Leaf

## SUPPORT SERVICES

### Assistant to Director of Residential Services Job Description

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- JOB TITLE:** Assistant to the Director of Residential Services
- DEPARTMENT:** Residential Services
- REPORTS TO:** Director of Residential Services
- HOURS:** 40 hrs p/week
- VACATION:** Three weeks accrual
- BENEFITES:** GRRSP and Health Benefits Immediate Enrollment

### Job Summary

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Reporting directly to the Director of Residential Services, the Assistant will contribute to the efficient day-to-day operations of the Service Division in both Manitoba and Saskatchewan. They will be assisting with administration, organization, filing, reporting, and other duties as assigned.

The Assistant to the Director of Residential Services requires someone with a proven ability to work both independently with limited oversight, as well as part of a team during times where collaboration is key to the success of the project.

## Primary Duties and Responsibilities

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- Prioritize and ensure action is taken on all items directed by the Director of Residential Services
- Under the direction of the Director of Residential, assist the Residential Administrative Coordinator and the Residential Administrative Assistant regarding all program properties and locations, assisting in obtaining permits, purchasing equipment or supplies, and filing of all property leases and contracts.
- Track, complete and submit all proposal requests under the direction of the Director of Residential Services.
- Track, complete and obtain signatures for all Care Provider contracts for our Home Share Department.
- Track and complete all rental forms for our cluster buildings. As well as updating them according to any increases.
- Complete various billing duties for both Manitoba and Saskatchewan.
- Track all EIA payments, reporting any discrepancies to the Director of Residential Services.
- Maintain Accounts Receivable and investigate outstanding balances while providing periodic updates to the Senior Case Manager and Director of Residential Services.
- Collect and submit all receipts for the Master Card to the Residential Administrative Coordinator.
- Complete reports as needed, including quarterly reports for the Saskatchewan program.
- Support the Saskatchewan division and stay in contact with all leadership.
- Collect and track all KPIs as directed by the Director of Residential Services
- Prepare travel purchase requests and make the necessary travel arrangements for the Director.
- Organize and maintain the Director's calendar and appointments. Book internal and external meeting rooms when necessary and greet guests appropriately.
- When requested, be present during meetings. Taking and filing of meeting notes for the Director.
- Organize/maintain the Director's office and paperwork.
- Assist in policy development or revision, ensuring accurate information is obtained through relevant sources.
- Assist with the completion of policies and procedure. Submit them to the Residential SCMs and the Director for review.
- Assist the Director with creating and maintaining a standard operation manual
- Screen and/or return telephone calls, inquiries, and requests.
- Maintain the Director's voicemail and record/relay messages appropriately.
- Represent and assist the Director at off-site meetings and functions as required.
- Receive all purchase requests that exceed the amount a SCM can approve, and ensure they are signed off on in a timely manner.
- Other duties as assigned.

## Education

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- Bachelor's degree or college diploma in Business Administration or a related administrative services field.
- Three years of direct or related experience

## Required Attributes

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- Maintain positive working relationships with others.
- Presents with professionalism, regardless of the situation.
- Skilled at prioritizing tasks and action items, with strong time management skills.
- Superior interpersonal skills and comfortable in interactions with staff at all levels.
- Pro-active and works well independently.
- Adapts to new processes, technology, and unexpected projects/requests.
- Ability to handle confidential information and act with discretion in all matters at all times.
- Responds positively to a flexible, fast-paced environment.
- Has a passion for helping people who are struggling with mental health and intellectual challenges.
- Proficient in Microsoft Office, including Word, Excel, PowerPoint and Outlook.
- Represent the organization's culture in the community (i.e., media, associates, and neighborhood).
- Knowledge of Residential Licensing procedures and policies is considered an asset.
- Some flexibility to work in the evening and weekends if needed.

## Supervision

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- Reports to the Director of Residential Services, as well as the Residential Senior Clinical Case Managers when appropriate.

## How to Apply

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Email Cover Letter and updated Resume to [careersmb@tsservices.ca](mailto:careersmb@tsservices.ca)