



## ABOUT US

Turning Leaf is a non-profit, charitable organization that provides person-centered, crisis and treatment services to low and high-risk vulnerable and marginalized individuals living with mental illness and intellectual challenge in our community. Turning Leaf's support is customized to every individual's needs and risk level. We offer crisis-intervention and treatment services, community support, day program services, residential support (including emergency housing, 24-hour homes, cluster housing, and home share), a harm reduction program, clinical services, indigenous services and more.

***We are proud to be recognized as one of Manitoba's Top Employers of 2024. This honour distinguishes Turning Leaf as a leader in our industry, and as one of the top places to work in the province.***

## WHO WE SUPPORT

The participants of our programs are often deeply impacted by their circumstances which can become barriers to living safely and independently in the community. Trauma, homelessness, poverty, addictions, discrimination, sexual exploitation, societal stigmas, and lack of access to resources are some of the barriers our participants face every day.

## MAKE AN IMPACT

Being a part of the Turning Leaf team means you will have the opportunity to make a direct and positive impact on people's lives every day. The work is challenging in all the best ways and deeply rewarding. Many of our employees say they have found their life's purpose while working here.

Turning Leaf provides ongoing, meaningful training to ensure we remain an industry leader and that our employees have the skills and confidence to be successful in their careers. We are an organization that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect.

We are growing more and more all the time and we are always hiring. If you feel called to be a part of the Turning Leaf team, please apply today.

***New Hire Incentive Program: Full/Part-Time new hires will receive a \$200 bonus after six months of employment.***

## **JOB SUMMARY**

Reporting directly to the COO of Intensive Home Supports, 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 COO of Intensive Home Supports 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.

## **ESSENTIAL REQUIREMENTS**

- Cover Letter and Updated Resume
- 18 years of age or older
- Current Criminal Record Check with Vulnerable Sector Check (no older than six months)
- Current Adult Abuse Registry Check (no older than six months)
- Child Abuse Registry Check (no older than three months)
- Valid Class 5 drivers license and access to a reliable vehicle
- Minimum three years of related work experience
- Proficient in Microsoft Office, including Word, Excel, PowerPoint and Outlook
- Proficiency in the use of office equipment, computer, voice messaging systems, fax/photo copier
- Skilled at prioritizing tasks and action items, with strong time management skills
- The ability to communicate in English is required and working knowledge of French is preferred
- Some flexibility to work evening and weekends, as or if needed
- Three employment references

## **QUALITIES AND QUALIFICATIONS**

Turning Leaf's Assistant to the COO of Intensive Home Supports must possess the capacity to be aware of and control one's emotions. Moreover, the Assistant must be able to handle interpersonal relationships judiciously, empathetically, and professionally while executing their responsibilities and providing Turning Leaf's person-centered supports. Additional required attributes include:

- 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.

## SUMMARY OF JOB DUTIES AND RESPONSIBILITIES

- Prioritize and ensure action is taken on all items directed by the COO of IHS
- Under the direction of the COO, assist the IHS Administrative Coordinator and the IHS 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 COO
- The Assistant to the COO may be asked to track, complete, and obtain signatures for all Care Provider contracts for our Home Share Department.
- The Assistant to the COO may be asked to verify invoices from Care Providers and forward to the Finance team for payments.
  - Respond to payment inquiries from Care Providers as needed.
- Function as vehicle administrator; consulting with the IHS administrative coordinator and supervisors to manage documentation of all IHS vans. Track repairs, general and winter safety service. Follow up to ensure correct accident procedures are followed up, as well as any MPI and insurance related inquiries.
- 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 COO
- Maintain Accounts Receivable and investigate outstanding balances while providing periodic updates to the Senior Case Manager, Director, and COO of IHS.
- Collect and submit all receipts for the Master Card to the IHS 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 COO
- Prepare travel purchase requests and make the necessary travel arrangements for the COO.
- Organize and maintain the COO'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 COO.
- 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 IHS SCMs, Director and the COO for review.
- Assist the COO with creating and maintaining a standard operation manual
- Screen and/or return telephone calls, inquiries, and requests.
- Maintain the COO's voicemail and record/relay messages appropriately.
- Represent and assist the COO at off-site meetings and functions as required.
- Receive all purchase requests that exceed the amount a SCM or Director can approve, and ensure they are signed off on in a timely manner.
- Other duties as assigned.

## **BENEFITS**

- Salary paid
- Health Benefits immediately
- GRRSP Program (optional)
- Paid Wellness Time
- Bereavement and Compassionate Care Time
- Mileage Reimbursement (when applicable)
- Employee Assistance Program (EFAP)
- 15 days vacation

## **HOW TO APPLY**

Applicants can express their interest by submitting a cover letter that clearly demonstrates why they are the ideal candidate (cover letters must cite specific examples congruent with the posting requirements) along with their resume to [careersmb@tlservices.ca](mailto:careersmb@tlservices.ca) We thank all applicants, but only those being considered for an interview will be contacted.

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*Turning Leaf Services is an equal opportunity employer that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect. Turning Leaf offers competitive salaries and excellent benefits and is committed to cultivating an environment where work-life balance is valued.*