



ASSISTANT TO THE COO OF SERVICE JOB DESCRIPTION

JOB TITLE:	Assistant to the COO of Service
DEPARTMENT:	Intensive Home Supports
REPORTS TO:	COO of Service
HOURS:	40 hrs p/week (FT)
VACATION:	Accrue at 6%
BENEFITS:	GRRSP and Health Benefits Immediate Enrollment

JOB SUMMARY

Reporting directly to the COO of Service, 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 Service 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

Executive & Administrative Support

- Prioritize and ensure action is taken on all items directed by the COO of Service.
- Organize and maintain the COO's calendar and appointments. Book internal and external meeting rooms when necessary and greet guests appropriately.

- Prepare travel purchase requests and make the necessary travel arrangements for the COO.
- Screen and/or return telephone calls, inquiries, and requests.
- Receive all purchase requests that exceed the amount a SCM or Director can approve and ensure they are signed off in a timely manner.

Operational Coordination, Financial & Program Administration

- 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.
- The Assistant to the COO to track, complete, and obtain signatures for all Care Provider contracts for our Home Share Department.
- The Assistant to the COO to verify invoices from Care Providers and forward to the Finance team for payments.
 - Respond to payment inquiries from Care Providers as needed.
- 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 of IHS, and COO of Service.
- 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.
- Collect and track all KPIs as directed by the COO.

Policy, Documentation & Continuous Improvement

- 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.
- Other duties as assigned: Accountable for completing additional responsibilities as delegated.

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

EDUCATION

- Bachelor's degree or college diploma in Business Administration or a related administrative services field.

REQUIRED ATTRIBUTES

- 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 interactions with staff at all levels.
- Pro-active and works well independently.
- Adapts to new processes, technology, and unexpected projects/requests.
- Ability to always handle confidential information and act with discretion in all matters.

- 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

- Reports to the COO of Service

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 résumé to careersmb@tlservices.ca By **Tuesday August 4th , 2026 at 4:00 PM**

Turning Leaf welcomes applications from people with disabilities. Applicants with disabilities may request reasonable accommodation relating to the materials used and/or activities throughout the application and selection process. We thank all applicants, but only those being considered for an interview will be contacted.

Turning Leaf Support Services is committed to fostering and upholding an inclusive workplace that reflects the diversity of the communities we serve, including Indigenous Peoples. We believe in creating opportunities for everyone to thrive by embracing diverse perspectives, experiences, and identities. We encourage candidates from Indigenous communities, minoritized groups, underrepresented groups, and all walks of life to bring their unique talents to our team.