



JOB POSTING

Addiction Services- Program and Administration Support Worker
Full-time

Must have flexible availability-Days and Evening shifts (8:30am-4:30am/1pm- 9pm)

KEY RESPONSIBILITIES:

1. First point of contact for clients and community members; greet people as they come in and help them find what they need and where to go
2. Answer phone inquiries on the general addiction services line
3. Point person for Catalyst, Connex Ontario and OPOC client satisfaction survey
4. Collect and input data and complete monthly statistics in a timely manner
5. Provide administrative support including but not limited to ordering office supplies, booking rooms, updating directories, answering phones
6. Provide client program support to Addiction Service Programs
7. Coordinate and oversee small projects as they arise
8. Assist in training and working with volunteers/student placements
9. Participate in team meeting, record, distribute and file minutes
10. Promote the efficient and effective daily operation of the program within the guidelines and policies of Mission Services and in consultation with the Program Director.
11. Other duties as assigned from time to time as needed
12. Work safely, identify any health and safety concerns and report to management, and follow Mission Services workplace health and safety policies and procedures at all times.

QUALIFICATIONS:

1. Experience and/or education in Concurrent Disorders or Addiction Services
2. Excellent organizational and time-management skills
3. Strong verbal and written communication skills; business-writing skills and the ability to draft/edit correspondence and reports.
4. Sensitivity in handling/discerning confidential matters; demonstrated diplomacy and tact
5. The ability to work with individuals of diverse backgrounds.
6. Familiarity with person-centred practices, empowerment practices, and trauma-informed care.
7. Knowledge and understanding of the challenges and barriers faced by individuals experiencing substance use and mental health problems.
8. Ability to complete assessment for harmful substance use, suicide risk, and risk management planning.
9. Familiarity with current local resources in substance use, mental health, and human services.
10. Ability to coordinate effective linkages with other health, justice, education, social service, and community agencies as needed.
11. Committed to uphold the organization's mission, values and standards.

Only those selected for an interview will be contacted, no phone calls please.

Please submit a résumé with cover letter by May 17, 2018 to:

Barb Chrysler Director of Addiction Services

Mission Services of Hamilton, Inc., P.O. Box 368, Hamilton, ON L8L 7W2

Fax (905) 521-0251 or e-mail to bchrysler@mission-services.com

Mission Services is an equal opportunity employer

In accordance with the Accessibility for Ontarians with Disabilities Act, Mission Services is committed to accommodating individual needs of applicants with disabilities throughout the recruitment process.

Please call Human Resources at 905-528-5100 Ext. 3115 or email at ecowan@mission-services.com, if you require an accommodation to ensure your equal participation during the recruitment and selection process.