



WHOLE WAY HOUSE  
RECONNECT. REBUILD. RECENTER

## Administrative Assistant Job Description

Mar 2022

Location: TBD

### Whole Way House

At Whole Way House, our MISSION is to support the vulnerable and isolated on their journey of healing in a safe and welcoming community, equipping them to recognize their inherent worth and purpose. Whole Way House Society provides community building programs and tenant support services at 8 non-profit housing sites for low-income seniors, veterans, people with disabilities, those in transitional housing as well as families and single moms in the DTES and across the lower mainland.

Whole Way House works to provide a safe & secure place to belong and to age well in place.

### Job Summary

We are seeking to hire an Administrative Assistant to support the Executive Director and leadership team, as well as our site teams. As an Administrative Assistant, you will be responsible for providing a variety of administrative duties, such as report writing, organizing travel and accommodation, event coordination, recording meeting minutes, filing and organizing documents and answering various forms of communications. Basic financial tasks such as invoicing, reconciling and tracking accounts will be required. To thrive in this role a detailed understanding of Microsoft Office, Adobe DC, and Google Drive is required. This position requires a high level of administrative knowledge and the individual must be able to work in a fast paced environment with various interruptions. Previous experience as an Administrative Assistant is required. The individual will handle confidential information and will be expected to exercise good tact and judgement doing so. The individual will report to the Executive Director with dotted lines to the Operations Manager & Programs Manager.

### Main Duties and Responsibilities:

- Responding to telephone and email enquiries on behalf of the Executive Director.
- Handle requests for information and data in a timely manner.
- Financial duties include preparing, processing, tracking and reconciling invoices. Assist in project related purchases and procurements.
- Ensuring accurate and timely delivery of administrative services, and keeping the senior leader apprised of issues and activities.
- Organizing, maintaining and updating the Executive Directors calendar and closely working with the Director to coordinate, confirm and schedule meetings.
- Work collaboratively in a team and with partner agencies, volunteers and clients.
- Organize and assist with event planning and functions.
- Assist leadership team with daily tasks, company errands and personal errands.
- Performs other duties as needed.

### Requirements, knowledge and experience:

- High school graduation and 1 year post secondary education
- 3 year experience in an administrative position or as an administrative assistant preferably working in a non-profit
- Ability to effectively identify and solve problems and follow through on initiatives.
- Ability to be flexible and adapt to change.



- Excellent interpersonal skills
- Excellent oral and written communication, problem solving skills, reading and verbal communication skills
- Agreement with Whole Way House's Mission Statement
- Able to maintain confidentiality, ethically, regarding sensitive matters regarding the organization and its clientele.
- Valid Class 5 driver's licence preferred
- Proficient use of Microsoft Office and Google Drive
- Ability to effectively use Mac and Windows operating systems
- Ability to work independently; self-motivated and disciplined. Ability to work with a team, cooperative, contribution-oriented
- Willing to complete relevant courses and workshops (provided by WWH or our partners) as assigned by the Executive Director

### **Behavioural Competencies:**

- **Adaptability / Flexibility** - Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Self-Care** - Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual and emotional health.
- **Self-Management** - Manage emotions and strong feelings while maintaining calm and tactful demeanour under a broad range of challenging circumstances.
- **Teamwork and Cooperation** - Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus building.

### **Working Conditions:**

- **Work Location** - Work is generally performed indoors, with up to 30% of the time spent outdoors in all types of weather.
- **Physical Requirements** - Duties require extended periods of standing and/or walking. Duties require occasional periods of climbing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Must be able to lift up to 50 lbs occasionally. The employee is required to see, talk and hear.
- **Work Conditions** - This position may be required, at times, to work in an environment often dealing with clients in crisis brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work** - Some work on scheduled days off may be required. Moderate overtime may be required. Work on weekends and statutory holidays may be required.
- **Hazards** - Job requires some interaction with the public, some of whom may be upset, abusive, and/or violent. Job requires working with people in unhealthy conditions and may include exposure to bodily fluids, lice and bedbugs. Employees may be required to hear about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.
- **Other** - Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

### **Compensation & hours of work:**

- Compensation Type: Hourly
- Salary Range: starting \$20+/hour, dependent on experience
- Hours of Work: Full time & Part time options available



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More information at [www.wholewayhouse.ca](http://www.wholewayhouse.ca)

Please email your cover letter and resume to [inquiries@wholewayhouse.ca](mailto:inquiries@wholewayhouse.ca)