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## Position Summary

**Position Title:** Executive Assistant/HR Coordinator

**Reports to:** Executive Director

**Revision Date:** December 2024

### Summary:

Executive Assistant/HR Coordinator role supports the Executive Director and Board of Directors along with the entire Quest CHC team while demonstrating tact, confidentiality and discretion. The position is responsible for a broad range of general office and human resources administration tasks including assisting the Executive Director, maintaining schedules, assisting employees, preparing board packages and minutes, as well as overseeing organizational events.

### Key Objectives:

1. Provide high-level confidential, administrative support to the Executive Director including administration of general correspondence, preparing reports and minutes, gathering information, travel administration and maintaining schedules.
  2. Maintain the ED's calendar, including scheduling meetings, appointments, speaking engagements, and travel arrangements. Exercise discretion in committing time and evaluating needs.
  3. Liaise with senior executives, government and public officials to arrange meetings, respond to inquiries, and coordinate activities.
  4. Provide administrative support services to the Board of Directors, including preparation of board packages, status reports, routine liaison and follow up, as well as taking minutes, maintaining board records and attending to logistics of meetings.
  5. Ensure that information relevant to organizational incorporation is shared with appropriate Quest CHC staff.
  6. Answer and respond to phone calls, communicate messages and information to the Executive Director or appropriate individual.
  7. Handle printing, faxing, mail/overnight packages, copying, filing, and email/messages.
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8. Sort and triage mail; maintain e-mail and other corporate address directories.
  9. Keep the ED advised of time-sensitive and priority issues, ensuring appropriate follow-up.
  10. Compose and prepare letters relating to routine correspondence for the ED's signature.
  11. Assist with the recruitment process, including posting job openings, screening resumes, scheduling interviews and conducting reference checks.
  12. Facilitate the onboarding process of new employees, including completing paperwork, coordinating orientations, and ensuring they have the necessary tools and resources.
  13. Coordinate staff training, staff development and education sessions. Arrange, monitor, set up and maintain training records for all employees ensuring compliance with company policies and legal requirements.
  14. Participate in employee development initiatives including employee orientation, in-house seminars, workshops and specialized training.
  15. Research, coordinate and organize information in support of effective human resources management.
  16. Maintain the employee benefit programs by enrolling new members and acting as a liaison between employees and benefit consultants.
  17. Working in collaboration with the leadership team on event planning, overseeing the logistics of special organizational events and fundraising activities, maintaining timelines, tracking progress and ensuring deadlines are met.
  18. Serve as back up for the Administrative Coordinator for administrative operations of Quest CHC including office administration, payroll support, health and safety and property management.
  19. Provide input for the development of strategic plans and attend and participate in various meetings, and special projects as assigned.
  20. Meet company standards pertaining to quantity and quality of work performed on an ongoing basis, performing all work related tasks in compliance with government, funder and Quest CHC policies, procedures, legislation, regulation and directions and identify non-compliance for resolution.
  21. Participate in and comply with all health and safety processes and initiatives to ensure Quest CHC remains a safe workplace.
  22. Promote the mission, vision, values and philosophy of care developed by Quest CHC.
  23. Maintain and develop professional competence through training or appropriate continuing education.
  24. Other duties may be assigned as required.
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## **Qualifications:**

### Education

- Successful completion of post secondary education in business or a related discipline.
- Education and experience in Human Resources administration is an asset.

### Experience

- Experience working with volunteer Boards of Directors and committees of the Board.
- Experience in event planning logistics/project management
- Experience in an administrative role with HR related tasks.

### Skills and Abilities

- Advanced proficiency in the use of MS suite of programs including Word, Excel, Outlook and Power Point.
- Strong organizational skills and attention to detail.
- Ability to apply knowledge of principles, methods, practices and legislation related to human resources and office administration.
- Exceptional writing, editing, and proofreading skills.
- Ability to generate general correspondence with community stakeholders at large.
- Ability to apply knowledge of community resources including local businesses, the healthcare sector, municipal resources etc.
- Ability to perform in an environment with frequent interruptions and short deadlines and take direction from multiple sources.
- Ability to understand the importance of being the first point of contact for the Administration of Quest CHC both internally and externally.
- Ability to communicate effectively orally and in writing in the English language with a varied audience including clients, senior executives and public officials.
- Ability to use effective problem solving skills and apply sound judgment.
- Ability to prioritize and complete tasks in order to deliver desired outcomes within allotted time frames.
- Ability to readily modify, respond to and integrate change with minimal personal resistance.
- Adapts effectively to changing plans and priorities and demonstrates capacity to handle multiple tasks at one time; adjusts preset plans as necessary with minimal resistance.
- Ability to analyze all aspects of a situation to gain thorough insight to make decisions.
- Ability to define plans and organize activities necessary to reach targeted goals and utilize resources in ways that maximize their effectiveness.
- Ability and willingness to assist where needed with other tasks if needed.

### Conditions of Employment

- Valid Ontario Driver's License, access to a reliable vehicle, and a Police Reference Check are required.
  - Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCi).
  - Maintain confidentiality in compliance with the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronic Documents Act (PIPEDA).
  - Maintain and develop professional competency through training or appropriate continuing
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education.

Physical Demands

The position requires fine motor movements and gripping, handling and/or lifting 10-25 pounds. It also requires sufficient mobility to allow sitting, standing and twisting to reach patients and equipment. The position also requires far and near vision, depth, spatial and form perception, feeling, reading, writing.

Speech and listening are critical aspects of the role to effectively communicate with the clients and colleagues, to give and receive information and to establish general rapport to relieve anxiety.

Working Conditions

The duties of this position are performed both inside and outside the health care centre including satellite locations and points of service. Work settings include community locations such as hospitals, homes, shelters and drop in centres where the potential for dangerous situations to occur is higher than in an office setting.

The candidate must be able to work varying work schedules, including some evenings, and in multiple work locations.

*We are committed to workplace equity and diversity, and encourage submissions from equity-deserving groups who identify based on ability, cultural background, race, sexual orientation and/or gender.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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