

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2025-96

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| POSITION TITLE: Executive Assistant – UHHS | |
| DEPARTMENT: Urban Health and Homelessness Services | STATUS: Regular Full-Time, Non-bargaining unit role |
| # HRS / WEEK: 35 | CONTRACT DATES: n/a |
| REPORT TO: VP, UHHS | SALARY RANGE: \$67,520.00- \$75,960.00 |
| POSTING DATE: May 27, 2025 | INTERNAL CLOSING DATE: June 2, 2025 |

GENERAL DESCRIPTION: The position of Executive Assistant- UHHS, provides administrative, functional, and programmatic support to the Urban Health and Homelessness Department's (UHHS) Senior Management team. This position acts as a central access point for information that supports executive leadership functions, programs and service delivery. The Executive Assistant is instrumental in helping with the development and maintenance of administrative systems/processes that improve effectiveness and increase consistency across UHHS. Other aspects of the work include developing meeting and presentation templates, meeting scheduling, preparation, and facilitation, submitting reports, facilitating deliveries, and minute taking. This position is privy to confidential human resources information and reports to the Vice President of Urban Health and Homelessness Services.

MAJOR DUTIES:

- Provides administrative support to VP, Directors and Senior Managers within UHHS
- Addresses requests for information from managers, community partners and other departments within TNG as needed
- Sets up and maintains streamlined systems/processes to increase effectiveness, efficiency and consistency in practices (ordering supplies, safe/confidential storage of information, contact lists, onboarding lists, certification expiration dates, keys/fobs sign-in and out, etc.)
- Assists Directors with administrative duties such as copying, calls, faxes, flyers, and funding proposal preparation
- Assists with processes that facilitate the tracking/recording of statistical data related to programs and services and support the drafting of reports as required
- Assist the VP and Directors with scheduling, organization of electronic files, the development/maintenance of shared filing systems, etc.
- Maintain confidentiality as per relevant legislation and Agency Policies.
- Prepare documents, presentations and reports using a variety of software and presentations
- Coordinates office equipment maintenance needs, connecting with service providers/contractors, monitoring services, and reconciling invoices for payment, etc.
- Supervises the UHHS administrative team (team of 3), including providing back up coverage (breaks, lunches, etc.) as required
- Assist in the financial processes/reconciliation of Visa cards, Managers' expenses and administrative petty cash for routine expenses
- Prepare briefing notes and ensure internal and external information sharing.
- Coordinate and support executive and management-level meetings, including scheduling, catering, prepare supporting documents, logistics, and meeting minutes.
- Represent the UHHS Department in a professional manner; Provide superior customer service when interacting with staff, volunteers, clients, partners, donors, vendors, and the public.
- Willingness/flexibility to alter work schedules and regular duties to accommodate the needs of the department and/or Agency
- Provide backup coverage for other Executive Assistants as requested (vacation and sick coverage)
- Other duties as assigned

REQUIREMENTS & QUALIFICATIONS:

- Bachelor's degree or College diploma in relevant field (Business Administration) and 3 years' experience in social service programs in a community setting or combined equivalent of education and experience
- Ability to communicate effectively and high level of comfort engaging with a wide range of individuals including homeless and marginalized service participants, staff, managers, government program representatives and other community members and stakeholders
- Experience, alignment and commitment to harm reduction
- Knowledgeable and skilled with office equipment (copier, phone system, internet system, etc.) and experience coordinating maintenance services as needed

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement

- Excellent written skills and proven ability to develop clear, concise and comprehensive written and oral reports; great attention to detail; experience supporting proposal/report writing an asset
- Expert knowledge of Microsoft Office programs, particularly Word, Excel and Outlook, as well as internet and e-mail, database, and data backup systems
- Familiarity with Catalyst, TREAT, OSCAR and TGRIP databases is an asset
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**To apply, submit your resume and cover letter with “TNG2025-96 in the subject line of your email to:
careers@tngcs.org**