

Reporting to: Supervisor, Privacy and CPIN Lead

Classification: Full-Time Permanent; 35 hours week per week, union

Type of Posting: To Fill a Permanent Vacancy

Compensation: \$45,864.00-54,412.00 per annum

Starting Date: As soon as possible

Application Deadline: 11:59pm, Sunday March 8, 2026. Applications will be reviewed on an on-going basis.

Application Process: Please apply through our Career portal section of our website: <https://hccas.ca>

Guided by Catholic values and teachings, we serve and offer bilingual (English/French) service to children, youth and families within the Hamilton community to protect their safety and well-being, strengthen families and nurture lifelong relationships.

The Catholic Children's Aid Society of Hamilton is committed to having a workforce that is reflective of the diversity of the city of Hamilton and strongly encourages applications from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.

Qualified candidates must have the skills and knowledge needed to work with an increasingly diverse population as well as knowledge of inequities, how they are perpetuated, and the skills to address them, specific to the requirements of the job.

We are currently seeking a **Unit Assistant-Document Management Team/Receptionist** to join our team on a full-time permanent basis.

The **Unit Assistant-Document Management Team/Receptionist** will perform their duties with a high degree of personal and professional integrity, while building collaborative relationships and partnerships with all individuals based on mutual respect.

The **Unit Assistant-Document Management Team/Receptionist** is responsible for ensuring all duties are carried out in alignment with the mission and vision of the Society, with a commitment to social justice.

JOB DUTIES

- Manage paper and electronic documentation collected and created by the agency staff. Prepare documents for scanning and uploading into the document management systems. Ensure that documents are handled following appropriate privacy legislation.
- Provide backup reception support, including answering and redirecting phone calls, and welcoming visitors. Responsibilities include covering reception during the full-time Receptionist's breaks, lunches, absences, or as needed.
- Provide reception support to the Management Team in the event of an agency emergency or safety concern.
- Receive and process *After Hours Emergency Services* (AHES) reports every morning; and track the AHES Activity Log on a daily basis.
- Manage all paper documents for protection staff including: receiving documents from stations across 3 floors or receiving documents electronically, uploading documents and attaching into CPIN.
- Managing all letters for staff, including formatting letter or creating letters from templates, obtaining appropriate signatures and sending out letters by email, fax or mail.
- Monitor and manage incoming and outgoing faxes for staff.
- Create and manage the coverage calendars
- Organize all room bookings for all staff (senior staff exempt).
- Manage the Adobe function to obtain signatures from clients via a web-based interface and password protecting Adobe documents.
- Create and schedule agency conferences and ensure appropriate staff are invited to conferences.
- Complete mandatory training and participate in ongoing agency training.
- Demonstrates a commitment to the principles of anti-oppressive practices and anti-racism based on justice, fairness, equity, respect of the beliefs and traditions of others.
- Complies with the agency Health and Safety policies and the Ontario Health and Safety Act, and regulations.
- Committed to the Society's mission and vision.
- Performs other duties as may be assigned.

QUALIFICATIONS/SKILLS

- College Diploma in Administration or post-secondary certificate/diploma in a business or administrative program, or equivalent. Consideration will be given for a combination of relevant post-secondary education and experience
- 3-5 years' working in an administrative capacity, with switchboard/reception experience.
- Preference for 2 years' related or direct experience with a Child Welfare agency or not-for-profit agency providing administrative support to professionals who assist children or clients in need.
- Bilingual French/English is an asset.
- Expert knowledge working with Microsoft Teams.

- Ability to maintain a calm professional demeanor under stressful situations. Maintains strong interpersonal skills, tact, sensitivity and diplomacy when working with guests in the building.
- Demonstrated competence in problem solving, conflict resolution and CPI nonviolence techniques.
- Ability to be decisive and effective under pressure and to perform tasks efficiently and using initiative and judgment in a fast-paced environment. Seeks assistance when appropriate.
- Excellent organizational, coordination and time management skills to determine priorities, act in a timely manner and complete administrative duties within strict deadlines and with managing several assignments simultaneously.
- Excellent verbal and written communication skills that is concise, professional and accurate.
- Ability to work independently, jointly, co-operatively in consultation with other persons, professionals and teams. Maintains effective communication and working relationships with Agency staff, clients and stakeholders.
- Demonstrates a commitment to, and work ethic in leadership and role models behaviours that demonstrates the Mission and Vision of the Catholic Children's Aid Society.
- Respectful and compassionate demeanor.
- Knowledge and commitment to anti-oppressive/anti-racist philosophy.

Additional Requirements for this Position:

- Computer literate with demonstrated proficiency in Microsoft office and proprietary child welfare systems and programs.
- Able to affirm and integrate in the delivery of services the Society values which reflect the Agency's Catholic faith, heritage, culture and traditions.
- At the time of hire, documents required will include:
 - Vulnerable Sector Police clearance
 - Provincial Child Protection Record Check

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Catholic Children's Aid Society of Hamilton is committed to ensuring a unbiased selection process that values equity, diversity and inclusion and reflects the Hamilton Catholic community that we serve.

In order to minimize interviewer bias we have incorporated the following into our selection process:

- *We will have our interview panel score written assignments blind to eliminate bias*
- *We will seek out recent examples on behavior-based questions during the interview process*

- *We will review a candidate's lived experience during the interview and when assessing staffing needs*
- *We provide accommodations in accordance with AODA and the Ontario Human Rights Code*
- *We will hold your application in strict and professional confidence*

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. If you require a disability related accommodation in order to participate in the recruitment process, please inform Human Resources.