



Administrative Assistant

for

Nimkee Nupigawagan Healing Centre

Job Description Summary

Overview

The Administrative Assistant to the Manager of Services provides comprehensive administrative and organizational support to the residential treatment program. This position plays a key role in maintaining accurate records, supporting compliance activities, coordinating appointments and services, and ensuring the efficient operation of programming.

Working closely with the Manager of Services, the Administrative Assistant helps ensure that youth files, program documentation, schedules, and administrative systems are organized, accurate, confidential, and compliant with organizational policies and applicable Ministry standards. The successful candidate will be highly organized, detail-oriented, professional, and committed to supporting a culturally grounded, trauma-informed, and youth-centered environment.

The Administrative Assistant demonstrates respect for Indigenous Data Sovereignty principles and supports the ethical collection, management, protection, and use of information in accordance with organizational policies, privacy legislation, and Indigenous approaches to data governance, ownership, control, access, and possession (OCAP® principles) where applicable.

The position supports a holistic model of care that integrates clinical, cultural, educational, recreational, and land-based approaches to healing and wellness for Indigenous youth and families.

Reports To: Executive Director

Key Responsibilities

Administrative Support

- Provide administrative support to the Manager of Services.
- Prepare, format, distribute, and maintain correspondence, reports, meeting agendas, minutes, and other documentation.
- Coordinate calendars, meetings, training sessions, and program-related activities.
- Receive and direct phone calls, emails, and inquiries in a professional and respectful manner.
- Assist with the preparation of reports, statistics, and documentation required by leadership and regulatory bodies.
- Support special projects and administrative initiatives as assigned.

File Management

- Maintain accurate, confidential, and secure youth records in accordance with privacy legislation, organizational policies, professional standards, and Ministry requirements.
- Create, organize, update, maintain, and archive clinical and residential files, ensuring all records are complete, current, and appropriately stored.
- Monitor clinical and residential files to ensure assessments, treatment plans, consent forms, progress notes, discharge documentation, reports, and supporting records are complete, accurate, and properly filed.
- Maintain electronic medical records (EMR), databases, and paper filing systems to ensure information is organized, accessible, secure, and audit-ready.
- Monitor documentation standards and follow up with staff regarding missing, incomplete, or outstanding documentation.
- Support the ethical collection, management, storage, retention, and sharing of information in accordance with privacy legislation, organizational policies, Indigenous Data Sovereignty principles, and OCAP® (Ownership, Control, Access, and Possession) principles where applicable.
- Ensure youth, family, cultural, clinical, and community information is managed respectfully, securely, and in a manner that recognizes the importance of Indigenous knowledge, cultural information, and community relationships.
- Assist in maintaining records management practices that support confidentiality, information governance, Indigenous Data Sovereignty, and organizational accountability.
- Generate reports, statistics, utilization data, outcome measures, and other information required for operational, quality assurance, accreditation, licensing, and reporting purposes.
- Support the ongoing administration, maintenance, and continuous improvement of records management systems, documentation processes, and file organization practices.
- Ensure all clinical, residential, and administrative documentation meets organizational, licensing, accreditation, and regulatory standards.

Appointment & Service Coordination

- Schedule and coordinate appointments for youth with service providers.
- Coordinate transportation arrangements and appointment logistics.
- Track referrals, appointments, follow-up requirements, and supporting documentation.
- Maintain communication with service providers, caregivers, and staff regarding appointment schedules and updates.

Licensing, Accreditation, Ministry Compliance & Quality Assurance

- Support compliance with the Child, Youth and Family Services Act (CYFSA), Ministry of Children, Community and Social Services (MCCSS) requirements, accreditation standards, organizational policies, and regulatory obligations.
- Maintain licensing, accreditation, quality assurance, and compliance documentation in an organized, accurate, and audit-ready manner.
- Assist with Ministry inspections, licensing reviews, accreditation activities, audits, file reviews, investigations, and corrective action plans by preparing, organizing, and tracking required documentation.
- Monitor documentation requirements and compliance deadlines, following up with staff to ensure the timely completion of records, reports, forms, training requirements, and supporting documentation.
- Maintain compliance tracking systems related to licensing, accreditation, staff training, certifications, quality assurance, and organizational reporting requirements.
- Support continuous quality improvement initiatives through data collection, reporting, documentation reviews, trend analysis, and process improvement activities.
- Assist in the development, implementation, and maintenance of standardized administrative procedures, forms, templates, and documentation practices that support compliance and operational effectiveness.
- Generate reports, statistics, and compliance-related information required for leadership, regulatory bodies, accreditation processes, funding requirements, and organizational planning.
- Identify documentation, compliance, and process gaps and bring concerns forward to support proactive risk management and continuous organizational improvement.

Program and Operational Support

- Assist with planning and coordination of youth outings, recreational activities, appointments, and special events.
- Coordinate purchasing requests and maintain records of purchases and expenditures as required.
- Liaise with community agencies, service providers, schools, and partner organizations.

Information Management and Technology

- Support electronic medical record (EMR) systems and other organizational data-keeping methods.
- Enter, update, and maintain accurate data within electronic systems.
- Organize and manage digital records in accordance with organizational retention policies.
- Generate reports and retrieve information as required.

- Assist staff with basic administrative technology processes and document management systems.

Indigenous Cultural Safety & Responsiveness

- Demonstrate respect for Indigenous cultures, teachings, traditions, ceremonies, and ways of knowing in all aspects of work.
- Support the coordination and administration of culturally grounded programming, land-based activities, cultural events, and ceremonies.
- Assist in maintaining positive working relationships with Elders, Knowledge Keepers, Traditional Counsellors, community partners, and Indigenous service providers.
- Support organizational efforts to promote cultural safety, cultural humility, reconciliation, and Indigenous-specific approaches to healing and wellness.
- Participate in cultural teachings, ceremonies, training, and professional development opportunities as directed.

Residential Treatment Program Support

- Support daily residential operations through the coordination of schedules, appointments, meetings, transportation, and service delivery activities.
- Assist with admissions, discharges, transfers, and treatment-related administrative processes.
- Coordinate multidisciplinary meetings, treatment reviews, case conferences, discharge planning meetings, and follow-up activities.
- Assist in maintaining youth information, program schedules, and treatment-related documentation.
- Support the coordination of recreational, educational, therapeutic, cultural, and community-based activities.

Serious Occurrence & Risk Management Support

- Maintain Serious Occurrence documentation and tracking systems.
- Assist with the preparation, organization, and filing of incident reports, investigations, complaints, and risk management documentation.
- Support compliance with health and safety requirements, emergency preparedness procedures, and organizational risk management practices.
- Assist with monitoring staff training requirements, certifications, and mandatory training compliance.

Community & Service Coordination

- Coordinate appointments and communication with physicians, psychiatrists, nurses, dentists, pharmacies, hospitals, schools, social service agencies, Indigenous organizations, and community partners.
- Arrange transportation and logistical support for appointments, community outings, cultural activities, and treatment-related services.

- Support communication and collaboration between clinical, residential, cultural, educational, medical, and community-based service providers to promote continuity of care and positive outcomes for youth.
- Maintain collaborative working relationships with internal and external stakeholders to support continuity of care.
- Assist youth, families, and service providers in accessing information and services as directed.

Human Resources & Training Administration

- Assist with tracking employee certifications, mandatory training, professional development requirements, and compliance-related records.
- Support onboarding, orientation, and administrative processes for new employees, students, contractors, and volunteers as directed.
- Maintain confidential personnel-related documentation in accordance with organizational policies and applicable legislation.

Data Management, Reporting & Program Evaluation

- Assist with the collection, tracking, analysis, and reporting of program data, service utilization statistics, outcome measures, and performance indicators.
- Support the preparation of monthly, quarterly, annual reports as required.
- Assist in maintaining data integrity and ensuring accurate information is available for organizational planning, program evaluation, accreditation, and funding requirements.
- Support the development of administrative systems that improve efficiency, accountability, and service delivery.

Continuous Improvement & Organizational Development

- Identify opportunities to improve administrative processes, workflows, communication systems, and documentation practices.
- Participate in organizational planning, quality improvement initiatives, policy implementation, and operational development activities.
- Contribute to a culture of accountability, continuous learning, collaboration, and excellence in service delivery

Qualifications

- Diploma or certificate in Office Administration, Business Administration, Health Administration, or a related field.
- Minimum two (2) years of administrative experience, preferably within health, social services, education, residential care, or a related environment.
- Experience maintaining confidential records and managing complex filing systems.

- Experience coordinating appointments, schedules, and administrative processes.
- Proficiency with Microsoft Office Suite, including Outlook, Word, Excel, and Teams.
- Experience working with electronic medical records (EMR) systems or similar databases is considered an asset.
- Experience working within an Indigenous-led organization or culturally grounded environment is considered an asset.
- Knowledge of Indigenous approaches to healing, wellness, cultural safety, and Indigenous Data Sovereignty principles is considered an asset.
- Knowledge of privacy legislation, records management, and confidentiality requirements is considered an asset.
- Valid Ontario Driver's Licence and ability to travel as required.

Core Competencies

- Commitment to cultural safety, humility, and respectful service within an Indigenous-led organization
- Understanding of Indigenous healing models and holistic wellness.
- Commitment to reconciliation and anti-oppressive practice.
- Understanding of trauma, mental health, addictions, and the impacts of intergenerational trauma on Indigenous youth and families.
- Demonstrated initiative, accountability, professionalism, and commitment to continuous learning and organizational excellence
- Knowledge of CYFSA, MCCSS licensing requirements, Serious Occurrence reporting, and residential treatment standards.
- Understanding of Indigenous Data Sovereignty principles, including OCAP® (Ownership, Control, Access, and Possession), and the importance of ethical information management within Indigenous communities and organizations.
- Commitment to protecting confidential, cultural, clinical, and organizational information through responsible records management and information governance practices.
- Strong attention to detail and a high degree of accuracy.
- Strong analytical, critical thinking, and problem-solving abilities.
- Strong organizational and time-management skills.
- Ability to manage multiple priorities and meet deadlines.
- Strong written and verbal communication skills.
- Strong interpersonal and relationship-building skills.
- Ability to work independently and collaboratively within a multidisciplinary team.
- Adaptability and willingness to support changing organizational needs.

Working Conditions

- Primarily office-based with occasional participation in meetings, appointments, or program activities.
- Frequent use of computers and electronic record systems.
- Exposure to confidential and sensitive information requiring discretion and professionalism.
- Occasional lifting of office supplies, files, and program materials.

Conditions of Employment

- Successful Criminal Record Check, Vulnerable Sector Check, and Broad Record Check satisfactory to the organization.
- Valid First Aid and CPR certification, or willingness to obtain.
- Compliance with all organizational policies, procedures, and training requirements.
- Commitment to maintaining confidentiality and professional boundaries.
- Ability to work within a culturally grounded, Indigenous-led healing environment.
- Lived experience as an Indigenous person and/or demonstrated knowledge of Indigenous cultures, histories, and communities is considered a significant asset.
- Preference may be given to qualified Indigenous applicants in accordance with applicable human rights legislation and organizational hiring policies.

Required Training

- ☐ Accessibility for Ontarians with Disabilities Act (AODA) Training
- ☐ Cultural Competency
- ☐ CPR First Aid
- ☐ ASIST Training/Life is Sacred
- ☐ CPI (Nonviolent Crisis Intervention)
- ☐ Fire Safety Training
- ☐ Fire Extinguisher Training
- ☐ Knowledge Test - Physical Restraints & Non-Use of Mechanical Restraints
- ☐ CCPC Global Accreditation Certification (Support Workers)
- ☐ Infection Prevention Training
- ☐ Hygiene Training
- ☐ Safe Food Handling
- ☐ Serious Occurrence Training
- ☐ WHMIS
- ☐ Workplace Violence Prevention
- ☐ Children's Residential Licensing Orientation Video
- ☐ Prohibited Methods of Discipline and Intervention
- ☐ Diversity Training (2SLGBTQIA+)
- ☐ Pharmacology Training

Closing Statement

The Administrative Assistant for Residential Treatment Services plays an important role in supporting quality care, regulatory compliance, and the effective operation of residential treatment services. Through strong administrative systems, respectful relationships, and a commitment to culturally grounded and trauma-informed practices, this position contributes to positive outcomes for Indigenous youth, families, and communities.

Accessibility and Equity Statement

Nimkee Nupigawagan Healing Centre is committed to creating an inclusive, accessible, and respectful workplace. Accommodations are available in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code throughout employment and the recruitment process.

Preference may be given to qualified Indigenous applicants in accordance with applicable human rights legislation and organizational hiring policies.