



JOB POSTING

DATE POSTED: NOVEMBER 11, 2020
POSTING #: 2020-62

ADMINISTRATIVE & OPERATIONS ASSISTANT (1 YEAR CONTRACT, 32HRS/WK)

Eva's Initiatives for Homeless Youth provides safe shelter, supportive services and long-term solutions to youth homelessness. We believe all young people deserve safe, affordable housing, outstanding support and access to resources to help them achieve their goals.

Eva's is an organization known for taking an innovative approach to prevent and end youth homelessness. Eva's Initiatives operates three specialized shelters: Eva's Place, Eva's Satellite, and Eva's Phoenix, (and currently a temporary hotel program during COVID) as well as supporting young people living in rental housing throughout the city. We work holistically with young people, providing wrap-around services and supports so they can move successfully away from homelessness.

This position reports to the Manager of Employment and Training and is located at **Eva's Phoenix**: 60 Brant Street, Toronto, ON. The position works in a shelter environment with its associated stresses and with youth who may at-times be in crisis and may demonstrate related behaviors.

GENERAL RESPONSIBILITIES

The Administrative & Operations Assistant is a core member of the Training & Employment team and works to coordinate the administrative and operational systems as part of the Employment team at Eva's Phoenix. This position is the first point of contact for all internal and external stakeholder communications including potential/current youth participants, Eva's administrative and finance department, Eva's program staff, community partners, and other partners. The role is required to have a high level of youth engagement, customer service, and cross-functional administrative and communication skills.

The duties include handling the reception of youth participants who attend the Training & Employment programs, and handling inquiries through faxes, emails, phone calls from current/potential youth participants, employer partners and community partners regarding all Training & Employment programs including Youth Succeeding in Employment Program (YSEP), Construction and Property Maintenance Program, , and other programs as they are developed. The Administrative & Operations Assistant will assist with all administrative and operational duties such as tracking financial information, maintaining filing systems, coordinating operational initiatives, supporting program administration, producing relevant reports and/or documents, etc. While these activities rely upon a significant amount of data entry and data accuracy with a large portion of the role requiring administrative and financial management skills, the role is also heavily involved in program delivery through youth engagement and program coordination in collaboration with the Training & Employment program staffs.

Knowledge of challenges facing at-risk, homeless youth population is mandatory to be successful in this role.

QUALIFICATIONS AND COMPETENCIES

- ◆ A minimum of 2 years' experience providing Office Administration/Customer Service, preferably in a not-for-profit environment
- ◆ Knowledge and understanding of at-risk, homes and/or precariously housed youth facing multiple barriers to employment
- ◆ Knowledge in youth engagement principles and experience mentoring/coaching diverse at-risk youth and/or vulnerable populations are highly desired
- ◆ Demonstrated ability to work in culturally diverse communities with a particular understanding of challenges facing youth from socioeconomically marginalized communities
- ◆ Ability to create and maintain multiple financial tracking spreadsheets and filing systems
- ◆ Ability to communicate in a clear and concise manner, both orally (in person and by telephone) and in writing
- ◆ Intermediate typing (approximately 50 wpm) and computer skills with proficiency in MS Word, Excel and Outlook.
- ◆ Superb organizational, planning, time management, and customer service skills
- ◆ Detail-oriented, reliable, agile, punctual, and able to multi-task with minimal supervision in a fast-paced environment
- ◆ Polite, adaptable, professional manner
- ◆ Ability to exercise independent judgment and discretion in handling confidential matters and interacting with diverse stakeholders from both nonprofit and private sectors
- ◆ Demonstrated knowledge of strength-based, client-centered and solution-focused approaches
- ◆ 1-2 years' experience in bookkeeping considered an asset
- ◆ Post-secondary education in Business or Office Administration an asset
- ◆ Familiarity with Employment Ontario and/or Service Canada Skills Links granting programs and guidelines is considered an asset

APPLY

Submit a cover letter and resume in one PDF document by **5:00pm on November 25, 2020** to careers@evas.ca. Be sure to indicate **2020-62 Administrative & Operations Assistant** in the title. No phone calls, please.

Please note that as a condition of employment, the successful applicant must complete a Vulnerable Sector Screening Police Reference Check. Eva's would like to thank all applicants for their interest; however, only those selected for an interview will be contacted. In keeping with our ongoing efforts to represent the diversity of our community, we strongly encourage people from diverse groups to apply. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Eva's provides accommodation, accessible formats, and communication supports for the interview upon request.

Eva's is strongly committed to a workforce that reflects the diversity of the populations we serve. We encourage applications from all qualified individuals including applicants from all cultures, racialized communities, abilities, diverse sexual and gender identities, and others who may

contribute to the further diversification of ideas. We are committed to a selection process and work environment that is inclusive and barrier free.

Eva's has taken active steps to reduce the risk of transmission within our shelters, click here to learn what we are doing: <https://www.evas.ca/blog/covid-19-update/>

We acknowledge the land we occupy is the traditional territory of many nations including the Mississauga's of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississauga's of the Credit and the Williams Treaty signed with multiple Mississauga's and Chippewa bands.

We also acknowledge all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past - and those of us who came here involuntarily, particularly forcibly dis-planted Africans, brought here as a result of the Trans-Atlantic Slave Trade and Slavery.

Eva's Initiatives for Homeless Youth

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   Connect with us @evasinitiatives