



Surrounded by Cedar Child & Family Services

Position Description

Administrative Assistant, Delegated Services

Overview

SCCFS' vision is to support the empowerment of the urban Indigenous community to continue the reclamation of traditional systems of caring for and protecting children so no child or youth will be placed in care. To achieve this, SCCFS provides child and family services strongly rooted in Indigenous cultural values and world views while ensuring urban Indigenous children and youth grow up connected to family, community, and culture.

Position Summary

Reporting to the Office Manager, the Administrative Assistant, Delegated Services provides confidential administrative, records management, and operational support to SCCFS's delegated services teams. The position is responsible for maintaining accurate physical and electronic records, supporting file management processes, utilizing approved agency and government information systems, and engaging in culturally safe, trauma-informed approaches with children, youth, young adults, families, caregivers, and community partners. Working collaboratively with delegated practitioners, administrative colleagues and agency leadership, the Administrative Assistant helps support efficient service delivery, information integrity, and a safe and welcoming office environment.

Primary Responsibilities

Delegated Records & Information Management

- Maintains accurate, complete, timely and confidential physical and electronic delegated service records.
- Opens new files, creates additional volumes, updates file indexes, processes file transfers and closures, and prepares records for archive, storage, disclosure or authorized retrieval.
- Files incoming records, correspondence and documentation promptly and in accordance with established naming, indexing and filing requirements.
- Conducts regular file inventories and quality reviews to identify missing, duplicated, misfiled or outstanding information and follows up as appropriate.
- Tracks file movements and maintains clear records of the location, custody and status of physical and electronic files.
- Retrieves records and information for authorized employees and approved business purposes.
- Maintains archived records in accordance with approved retention, storage and destruction requirements.
- Supports authorized file disclosure, transfer and records production processes while protecting personal and confidential information.
- Identifies and helps resolve file management discrepancies, referring privacy, access or procedural concerns to the appropriate supervisor.

- Provides orientation and procedural guidance to new team members regarding departmental file management practices.
- Maintains current knowledge of applicable records management procedures and participates in implementing approved changes.

Information Systems, Privacy & Data Quality

- Uses approved SCCFS and government information systems, including ICM, EDRMS, and other authorized platforms to enter, update, locate and retrieve information and generate approved reports.
- Ensures information entered into agency or government systems is accurate, complete, timely and entered within the employee's assigned level of access.
- Protects personal, confidential and privileged information in verbal, paper and electronic forms.
- Uses only SCCFS-approved systems, devices, accounts, storage locations and secure transmission methods when handling agency information.
- Follows privacy, clean-desk, password, access-control, records retention and secure disposal requirements.
- Immediately reports suspected privacy breaches, lost records, unauthorized access, cyber-security concerns or information management errors through established processes.
- Does not access, use or disclose information except where required and authorized for assigned duties.

Delegated Program Support

- Provides administrative support to delegated practitioners and supervisors.
- Prepares routine documents, correspondence, file materials, forms, lists and reports as requested.
- Processes approved notifications associated with file openings, transfers, closures or changes in legal or service status.
- Notifies designated internal or external stakeholders, such as the Public Guardian & Trustee or Children's Special Allowance contacts, where directed and in accordance with established procedures.
- Tracks outstanding administrative documentation and follows up with the appropriate team member.
- Photocopies, scans, uploads, distributes and securely transmits authorized records.
- Supports annual and as-needed archiving and file reconciliation activities.
- Provides administrative coverage to other delegated service or administrative positions when operationally required.

Reception

- Provides reception and front-office coverage during absences, high-volume periods and other operational needs.
- Welcomes children, youth, young adults, families, caregivers, community members and visitors in a respectful, culturally safe and trauma-informed manner.
- Answers and directs calls, responds to routine inquiries within the scope of the position, takes accurate messages and connects callers with the appropriate staff member.

- Maintains privacy and discretion when communicating in reception and shared office areas.
- Supports approved front-desk pickup and distribution of cheques, vouchers, bus tickets, correspondence or other items, verifying identity and documenting release where required.
- Supports visitor sign-in, access control and safety procedures.
- Recognizes urgent or potentially unsafe situations and promptly seeks assistance through established emergency and supervisory procedures.
- Helps maintain reception, meeting rooms and common spaces while creating a safe, respectful and welcoming environments.

Team & Organizational Responsibilities

- Participates in team meetings, administrative meetings, training, orientation, agency events and other activities relevant to the position.
- Builds collaborative and respectful working relationships with delegated practitioners, administrative colleagues, supervisors and other agency employees.
- Supports workload coverage across the administrative team when needed.
- Assists with approved projects, process improvements and administrative initiatives.
- Identifies recurring administrative or records management issues and recommends practical improvements to the Office Manager.
- Maintains current knowledge of policies, procedures, information systems and practices relevant to the position.
- Contributes to a respectful, culturally grounded, safe and collaborative workplace.
- Performs other related duties consistent with the nature and classification of the position.

Job Requirements

Knowledge, Skills, and Abilities

- Demonstrated understanding of, and respect for, Indigenous cultures, histories, rights, diversity and ways of knowing, being and doing.
- Ability to provide culturally safe, trauma-informed and respectful service to children, youth, young adults, families, caregivers and community members.
- Strong records management, filing, indexing, document control and data-entry skills.
- High level of accuracy and attention to detail when entering, reviewing, retrieving and distributing information.
- Sound understanding of confidentiality, privacy, information security and the appropriate handling of highly sensitive records.
- Intermediate proficiency with Microsoft 365 applications, including Outlook, Word, Excel and Teams, and the ability to learn specialized databases and information systems.
- Strong written and verbal communication skills, including the ability to communicate clearly, respectfully and professionally.
- Ability to organize competing priorities, manage interruptions, meet deadlines and maintain accurate follow-up systems.
- Ability to recognize urgent, sensitive or potentially unsafe situations and promptly seek appropriate assistance.
- Ability to work independently while maintaining regular communication and collaboration with the supervisor and team.

- Demonstrated initiative, sound judgment, accountability and problem-solving skills.
- Ability to establish and maintain respectful working relationships and contribute positively to a collaborative team.
- Ability to receive direction and feedback, learn new processes and adapt to changes in systems, procedures and organizational needs.
- Ability to maintain professional boundaries and exercise discretion in all interactions.
- Commitment to SCCFS's Vision, Mission and Core Values.

Training, Education, and Experience

- Grade 12 diploma or equivalent.
- Certificate or course work in office administration, records management, information management, business administration or a related field is considered an asset.
- A minimum of two (2) years of recent and related administrative experience, preferably in child and family services, social services, health, government or another highly confidential environment.
- Experience maintaining complex physical and electronic records is required.
- Experience using Microsoft 365 applications, electronic document management systems, databases or case management systems is required.
- Experience working within an Indigenous organization or alongside Indigenous children, youth, young adults, families or communities is considered a strong asset.
- Experience with ICM, EDRMS or other government information systems is considered an asset.
- An equivalent combination of education, training and experience may be considered.

Preferences

Pursuant to Section 41 of the British Columbia Human Rights Code, preference will be given to qualified applicants who self-identify as First Nations, Métis, and/or Inuit. Applicants who wish to be considered under this preference are encouraged to self-identify in their application.

Working Conditions

This is a full-time, permanent position working 35 hours per week, generally Monday to Friday from 8:30 a.m. to 4:30 p.m.; however, some evening and weekend work may be required from time to time. Work is performed primarily on-site at the Admirals Walk office. This position involves extended periods of sitting, computer work, data entry, document review and filing. Bending, reaching, standing, sitting and moving files or office materials weighing up to 25 pounds are a requirement. Regular interruptions, competing priorities and contact with individuals experiencing distress or heightened emotions.

Additional Information

Employment is conditional upon completion of a satisfactory vulnerable sector check through the Criminal Records Review Program, in accordance with the *Criminal Records Review Act* and SCCFS requirements.

Critical Success Factors

In support of our Vision and Mission, we embody an agency culture that is supportive, team-oriented, caring, genuine/authentic, respectful, and fun (with laughter). Most importantly, we work from the heart to support our belief that: *Children are the most sacred gift that will ever be given by the Creator.*

<i>Department:</i>	<i>Administration</i>	<i>Reports To:</i>	<i>Office Manager</i>
<i>Updated:</i>	<i>September, 2026</i>	<i>Direct Reports:</i>	<i>None</i>