



OUR VISION, MISSION & VALUES:

Women's Health Clinic (WHC) provides accessible, woman-centred services, creates strategic partnerships and advocates for system change. We work toward the vision of having equitable health and wellness services within and beyond WHC, delivered through a feminist lens. All our work is guided by our values – choice, inclusion, social justice, innovation and integrity.

WHC EXPECTATIONS:

Every employee is expected to contribute to the mission, vision and values of WHC, and the achievement of its strategic plan through collaboration and teamwork. Employees are expected to consistently attend work, function within WHC's principles of services, contribute to the quality of our services for clients and look for ways to improve our overall effectiveness and enhance client experience. Employees will respect each other, clients and members of the public and create an environment where clients have the information, knowledge and support they need to achieve their individual health and wellness goals.

WHC PROMISE:

WHC will provide employees with a respectful, healthy and safe work environment and compensate and recognize employees in a fair and meaningful way. We will provide employees with opportunities to participate in planning and decision-making and to communicate your concerns, ideas and suggestions. We will listen and be responsive. We will support employee growth and development through a culture of coaching, learning and encouragement.

Job Stream: C

Union Classification: Out of Scope

Position: Executive Assistant

Position Reports to: Executive Director

POSITION SUMMARY:

Under the leadership and direction of the Executive Director, the Executive Assistant is responsible for providing executive level administrative support to the Executive Director, Management team, and fundraising staff. This position will take the lead on time sensitive tasks and communication in a frequently changing, dynamic environment that requires flexibility, proactive logistical planning, and efficiency in order to meet deadlines.

Job Specific Day To Day Activities

Primary responsibility of supporting the Executive Director

- Prioritizes and organizes Administrative activities for the Executive Director/Board Committees /Management Committees
- Prepares statistical reports and updates strategic plans
- Handles information requests, prepares correspondence and various communications, arranges conference calls, and schedules meetings.
- Manages and maintains the Executive Director's calendar and schedule as required
- Schedules, provides notice and manages meeting logistics as requested by the Executive Director

- Supports fundraising activities including relationship stewardship, communication, data entry, and event planning
- Types, formats and proofreads material such as briefing notes, correspondence, minutes, agendas, manuscripts, policies, procedures, templates and letters to outside agencies
- Monitors the progress of the organizations Strategic Plan / Organization Projects / Initiatives and provides updates on a quarterly basis (as required)
- Takes initiative to handle matters and solve administrative problems such as process improvement or client quality issues
- Develops, maintains and updates a variety of databases and performs supporting duties such as: Data collection and entry, analysis, and assisting with preparation of reports
- Ensures work is completed within established timelines and deadlines

Supporting Organizational Leadership

- Support the strategic planning for the organization.
- Under the direction of the Executive Director, the Executive Assistant will provide administrative support for the management of the building redevelopment and capital campaign.
- Supporting Management committees and other internal committees or working groups as requested.
- Promote a respectful and inclusive working environment that integrates principles of intersectional feminism, anti-oppression, anti-racism, and harm reduction into all interactions with staff, clients and community members.

Competencies

Client Service (delivers client-centered service)

- Identifies and understands diverse client needs.
- Provides attentive and supportive service to address client needs.
- Follows-up to evaluate client service, needs and requirements and makes adjustments as required.
- Understands and facilitates access to the appropriate resources to better serve client needs.

Teamwork (works effectively with diverse individuals, groups and communities, and builds collaborative partnerships and relationships)

- Provides expertise, information, or other support to others.
- Understands diverse and cultural needs of others and adapts own behaviour to meet those needs.
- Identifies beneficial partnerships and builds new relationships effectively.
- Builds and maintains collaborative and respectful working relationships with others.
- Works effectively in conflict situations to achieve a mutually beneficial result.
- Builds opportunities for a positive work environment.

Communication (effectively exchanges information and ideas to inform, educate, influence or advocate)

- Demonstrates active listening to others to ensure understanding.
- Articulates complex information clearly and concisely in spoken and written formats to inform or educate others.
- Adjusts tone and messages depending on audience needs.
- Influences and/or advocates for a person or cause in an effective manner.
- Communicates honestly, respectfully and constructively in situations that may be tense.
- Follows up to ensure others understand information.

- Ensures confidential information is maintained; identifies risks to management.

Planning and Organizing (effectively plans, prioritizes, coordinates and implements required actions and resources to maximize outcomes)

- Organizes, prioritizes, plans and coordinates own tasks to complete work efficiently.
- Coordinates information/work from others.
- Maintains organized records and documentation.
- Proactively monitors progress on work requirements and deadlines and identifies and notifies impacted parties.

Analysis, Problem Solving and Evaluation (effectively analyzes, assesses and applies information to facilitate appropriate solutions and effective decisions)

- Identifies and critically analyses options to address needs and determine appropriate actions.
- Anticipates potential issues or problems and identifies preventative or corrective actions.
- Identifies and raises concerns and issues in a timely manner.
- Makes effective decisions based on assessment and evaluation.
- Effectively assesses short term and long term impacts of decisions.
- Evaluates actions, solutions and decisions once implemented.

Leadership (demonstrates skills and expertise to contribute to business results effectively and with integrity)

- Utilizes professional expertise to complete work and assists team as needed.
- Ensures accuracy and high standards for work results.
- Shows accountability in work and follows through on all goals and commitments.
- Demonstrates and shares their expertise with others.
- Identifies opportunities to continuously improve client service, care and results.
- Adapts well to change and encourages others to embrace new ideas.
- Is open to feedback and takes initiative to improve skills.
- Identifies emerging needs, trends, and practices in areas of expertise and adjusts practice or brings forward to their team as required.
- Engages in professional development to further develop and respond to changing needs, trends in areas of expertise.

Education/Experience

- High School Diploma or equivalent plus formal training in applied office skills is required. A combination of education and experience may be considered.
- Minimum 5 years' experience providing senior level administrative support, including two (2) years working directly with an Executive Leader on the following tasks:
 - Scheduling and coordinating meetings in computerized calendars (Outlook)
 - Preparing and distributing agendas, and recording meeting minutes
 - Maintaining spreadsheets and databases
- Advanced proficiency with computerized systems (Microsoft Office Word, Excel, Access, and PowerPoint).
- Typing speed of 65 wpm.
- Ability to engage in verbal and written communications in a respectful and effective manner.

- Exceptional interpersonal skills with the proven ability to build positive relationships with internal and external stakeholders.
- Excellent organization skills including the ability to anticipate, plan, initiate and monitor multiple activities, timelines and requirements.
- Able to prioritize a dynamic workload within a fast-paced environment with frequently competing deadlines.
- Able to maintain a high level of confidentiality.
- Experience taking on delegated tasks and providing oversight to designated staff in the absence of the Executive Director.
- Knowledge of barriers that impact BIPOC & 2SLGBTQIA+ communities accessing health care.

I have reviewed this position description and I understand my duties and responsibilities.

Name (please print)	Employee Signature	Date
Executive Director Signature	Date	

Copy to HR file