

EDMONTON MILITARY FAMILY RESOURCE CENTRE

JOB DESCRIPTION



POSITION:
Deployment Project Assistant

CATEGORY:
Full-time - 37.5 hrs per week (must be available days, evenings and/or weekends)

REPORTS TO:
Family Navigator – Absences

SUMMARY:

This position will assist the Family Navigator – Absences in planning, organizing and supporting a variety of deployment related administrative duties and delivery of absence support programs and services for CAF family members before, during and after periods of separation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Greets all visitors in an amicable and sensitive manner
- Initiate and conduct warm calls to families experiencing work-related absences
- Provide individuals with information/referral on services, programs and resources offered by the MFRC and community service providers
- Maintain regular communication with families throughout their work-related absence
- Provide general administrative and clerical support as it pertains to program area
- Maintain positive public relations in handling concerns and questions
- Ensure agency policies and procedures are adhered to
- Assist with special events, briefings, chinks and other deployment tasks
- Assist with the implementation of absence related programming
- Maintain and update resources related to challenges faced before, during and after periods of separation, including information packages and family support plans
- Develop partnerships with both military and civilian agencies to ensure a coordinated approach to program and service delivery
- Collect and report on statistics and demographic information in a way that ensures client confidentiality, in accordance with the MFRC's agency statistical systems

Other:

- Input, review and maintain client intake and family registration data in a Client Relationship Management System
- Willing and able to work flexible hours, including evenings and weekends
- Consider and alert to management any risk management issues related to program area
- Attend and participate in meetings and committee work and fundraising events as requested
- Work with the communications team to develop resources for families, including print documents, social media/web content, videos, and presentations
- Undertake any secondary tasking and responsibilities deemed necessary for the efficient operation of the organization and its programs and services

COMPETENCIES AND BEHAVIOURS:

To successfully meet the requirements of the position, the following competencies and behaviours must be demonstrated:

- Believe in and practice the mission, vision, and goals of the MFRC
- Represent the MFRC in a professional manner
- Able to work as a positive member of the team, facilitating a team environment through personal behaviour, work contributions and the sharing of experience and knowledge

- Effective interpersonal skills under all types of conditions, exhibiting a supportive, positive approach
- Maintain a high degree of personal initiative with good planning and organizational skills
- Ability to prepare written reports, correspondence and maintain accurate records
- Able to adjust to ever changing needs and handle multi-tasks efficiently
- Able to meet deadlines in a timely and efficient manner
- Able to be sensitive and tactful in dealing with people under stressful conditions
- Possess excellent customer service skills
- Able to work independently and as a member of an interdisciplinary team
- Willing and able to work flexible hours
- Able to lift up to 50 lbs

DESIRED KNOWLEDGE, EXPERIENCE AND EDUCATION:

- Office administration training and a minimum of one year of experience or an equivalent combination of education and experience
- Proficiency in Microsoft Office
- Possess excellent communication skills (oral and written) and interpersonal skills with preference is given to those fluent in both official languages
- Knowledge of the unique challenges of the military lifestyle is an asset
- Must possess a valid driver's license
- Successful completion of a clear Vulnerable Sector Criminal Records Check and a clear Child Welfare Intervention Check