



**CANADIAN MENTAL HEALTH ASSOCIATION  
 SIMCOE COUNTY BRANCH  
 INTERNAL/EXTERNAL JOB POSTING**

<b>POSTING # 24-68 IE</b>	<b>POSTING DATE: March 26/2025</b>	<b>CLOSING DATE: April 2/2025</b>
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**CLASSIFICATION:**  
**Administrative Assistant (Level 3) – Back on Track – Full-Time, Permanent - Barrie, ON**  
 The Canadian Mental Health Association, Simcoe County Branch seeks an Administrative Assistant, who, in accordance with the agency’s policies, standards, and guidelines, performs a range of administrative duties for the Back on Track Program.

**REQUIRED QUALIFICATIONS:**

- Minimum Grade 12 Diploma with demonstrated abilities in the above mentioned areas.
- Formal training in Office Administration – General Ontario College Certificate program preferred.
- Five (5) years combined post-secondary education and experience or,
- Five (5) years experience directly related to this position.
- Experience in mental health and/or addictions (community-based setting preferred).
- Advanced computer skills and use of technology with comprehensive understanding of Microsoft Suites, i.e., Word, Excel, PowerPoint and Outlook.
- Able to operate effectively in a fast-paced environment.
- Able to manage and prioritize multiple activities/tasks in a timely and efficient manner.
- Must have a reliable source of transportation.
- Fluency in French or another second language would be an asset.
- Legally entitled to work in Canada.

**REQUIRED SKILLS AND KNOWLEDGE:**  
 As per job description.

<p><b>SALARY SCALE:</b>          Administrative Assistant (Level 3): \$42,260 - \$47,884*          per annum</p> <p><i>*pro-rated based on hours worked</i></p>	<p><b>HOURS OF WORK:</b></p> <ul style="list-style-type: none"> <li>• Thirty-five (35) hours per week.</li> <li>• Able to work within a flexible framework to respond to Participant and Program needs.</li> </ul>
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**SUBMIT COVER LETTER AND RESUME TO:**  
 Human Resources  
[hr@cmhastartalking.ca](mailto:hr@cmhastartalking.ca)  
*Please submit in a single document*

**APPROVED BY:**



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 Danjelle Greenwood  
 Manager, Human Resources

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 March 26, 2025  
 Date

*CMHA Simcoe County Branch is an equal opportunity employer committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, 1990 CMHA Simcoe County Branch will provide accommodations throughout the recruitment and selection process to applicants with disabilities. CMHA Simcoe County Branch supports the recovery of people with mental illness and promotes diversity in the workplace. We welcome all applicants including persons with lived experience, women, Indigenous people, people with disabilities, and members of the 2SLGBTQ+, visible minority and immigrant communities to apply. If selected to participate in the recruitment and selection process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.*



<b>JOB TITLE:</b>	Administrative Assistant (Level 3) – Back on Track (BOT)
<b>REPORTS TO:</b>	Manager, Back on Track and Family Health Team
<b>JOB SUMMARY:</b>	The Administrative Assistant, in accordance with the agency’s policies, standards, and guidelines, performs a range of administrative duties for the Back on Track Program.
<b>REVISED:</b>	March 2025
<b>REVISED BY:</b>	Manager, FHT; Director, Service Operations; HR Generalist; CEO
<i>CMHA reserves the right the change job descriptions as the needs of the agency change.</i>	

**CORE COMPETENCIES**

- Work together in relationship to learn and grow
- Encourage understanding
- Listen with an open mind
- Laugh and enjoy humour compassionately throughout the day
- Notice the dignity and value of ourselves and others
- Engage others with compassion
- Share our stories and our hearts
- Strive to honour and respect ourselves and others

**DUTIES, RESPONSIBILITIES, AND RELATED TASKS:**

**1. Organizational**

- Assist in the planning, implementation, and evaluation of the programs and services.
- Comply with the agency policies, standards, guidelines, and procedures.
- Have a strong commitment to quality improvement (QI) and support the continuous improvement of client and family services and supports on team, organizational, and system levels.
- Work in cooperation with management and other staff members in the provision of efficient and coordinated services.
- Attend training and meetings when required.

**2. Program and Services**

- Administrative Support: Perform general office duties, including answering phone calls, responding to emails, and handling inquiries related to the program.
- Scheduling & Coordination: Schedule participant Assessment and Follow Up appointments, schedule workshops, develop and manage calendar of workshop offerings ensuring appropriate coverage by Facilitators.
- Data Entry & Record-Keeping: Maintain accurate and confidential records of participants, referrals, and program activities.
- Participant Communication: Provide information and assistance to participants regarding program requirements, scheduling, and documentation.
- Financial & Reporting Support: Assist with billing, invoicing, and preparing reports related to program activities.
- Compliance & Confidentiality: Ensure all administrative processes align with CMHA SCB and Back on Track organizational policies, privacy regulations, and program guidelines.
- Day to day liaison for Back on Track Head Office and all program participants.

**3. Monitoring and Evaluation**

- Evaluate the achievement of goals from the perspective of both the Program Participant and Facilitator, as well as Participant satisfaction with service and achievements.
- Maintain participant/client records as per agency standards and Diversity, Equity and Inclusion (DEI) practices.
- Report in writing: all accidents, injuries, and occurrences.
- Collect data, including: Participant demographics, service statistics, and goal achievement, as well as other systems that may be developed.
- Provide reports as required or requested.
- Manage program related funds as per directives.

**4. Performance Goals**

- Responsible for achieving or exceeding set performance targets and goals as outlined by the program and organization.



## 5. Community Relations

- Maintain positive relationships with networks, professional organizations, and other related service providers.
- Represent the agency mandate, mission, values, and philosophy of the agency in the community, including networks or meetings as requested.
- Assist in the training and mentoring of students, new staff, and/or volunteers.

## 6. Professional Development

- Set annual performance and professional development goals.
- Participate in regular meetings with supervisor.
- Participate in agency training as scheduled.
- Attend relevant conferences, workshops, and other in-service events as approved.

## 7. Other

- Provide staff back-up for any agency programs as needed.
- Maintain confidentiality at all times.
- Perform other related duties as assigned by the Program Manager.

### KNOWLEDGE, SKILL AND BEHAVIOURAL COMPETENCIES REQUIRED:

- Ensure activities meet with (and integrate with) organizational requirements for quality management, health and safety, values, and mission, together with embracing our harm reduction philosophy.
- Maintain a thorough knowledge of the programs and services offered by CMHA SCB.
- Demonstrate a high level of professionalism with a demonstrated ability to observe and maintain standards of confidentiality.
- Able to engage with the general public in a friendly and professional manner.
- Able to work independently and in team settings, with good interpersonal and networking skills.
- Advanced computer skills and use of technology with comprehensive understanding of Microsoft Suites, i.e., Word, Excel, PowerPoint and Outlook.
- Able to work with in a fast-paced environment, with the ability to prioritize tasks.
- Demonstrated skills related to organization and time management.
- Able to work cooperatively with other administrative, program, and management staff.
- Able to show empathy and patience when interacting with participants.
- Minimum fifty (50) wpm keyboard ability.
- Excellent verbal and written communication skills.

### WORKPLACE REQUIREMENTS:

#### Hours of Work

- Thirty-five (35) hours per week.
- Able to work within a flexible framework to respond to Participant and Program needs.

#### Qualifications

- Minimum Grade 12 Diploma with demonstrated abilities in the above mentioned areas.
- Formal training in Office Administration – General Ontario College Certificate program preferred.
- Five (5) years combined post-secondary education and experience or,
- Five (5) years experience directly related to this position.
- Experience in mental health and/or addictions (community-based setting preferred).
- Advanced computer skills and use of technology with comprehensive understanding of Microsoft Suites, i.e., Word, Excel, PowerPoint and Outlook.
- Able to operate effectively in a fast-paced environment.
- Able to manage and prioritize multiple activities/tasks in a timely and efficient manner.
- Must have a reliable source of transportation.
- Fluency in French or another second language would be an asset.
- Legally entitled to work in Canada.

#### Health and Safety

- Abide by the policies and procedures outlined by the organization.

### MANDATORY TRAINING REQUIREMENTS:

- Workplace Hazardous Materials Information System (WHMIS)
- Worker Health & Safety Awareness
- Staff Orientation
- Automated External Defibrillator (AED) Training (First Aid, CPR)
- Non-Violent Crisis Intervention Training (NVCI)



**Canadian Mental  
Health Association**

**Simcoe County**

*Gambling, Substance Use and Mental Health Services*



- Applied Suicide Intervention Skills Training (ASIST)
- Diversity, Equity, and Inclusion (DEI) training
- Harm Reduction