



POSITION: Office Administrator

TERMS: Full-Time Permanent Employee (following a 3-month probationary period)

STARTING WAGE: \$25- \$27 per hour

HOURS: 35 hours a week

START DATE: Monday May 6th (some flexibility)

LOCATION: 3491 Saanich Road, Unit 301, Victoria, BC, V8X 1W8

REPORTS TO: Executive Director

APPLY BY: Please send a cover letter and resume to Nick Sandor, Executive Director: nick@menstherapycentre.ca. **Applications are due at 5:00pm on Friday April 26th, 2024. Late applications may not be accepted.**

ORGANIZATION OVERVIEW

MTC is a small, but growing non-profit organization located in Victoria, BC. We are committed to providing mental health support services to all men, trans, gender diverse and Two-Spirit community members who have experienced trauma or abuse either in childhood or as an adult. MTC provides a range of trauma-informed services including individual counselling, group counselling, community education, outreach, and victim services support. Often the men who access our services, come in with complex trauma experiences, including historical sexual, physical, and/or emotional abuse. These men are often vulnerable community members who are under resourced and face barriers accessing other community services.

JOB DESCRIPTION

The MTC is a small grassroots organization and roles such as administration work tend to be dynamic, requiring a diverse skill set. The role of Office Administrator includes many routine tasks such as answering phones and managing general agency emails, billing, maintaining and organizing client files, room scheduling and other agency records, and organize general agency communications. This role can also include special projects such as policy and procedure development in collaboration with the Executive Director.

DUTIES AND RESPONSIBILITIES

- Greeting community service providers who come to the MTC to access services.
- Answering the main phone line, monitoring the agency's voicemail, and taking messages for other staff and therapists.
- Monitoring MTC's info@ email account and responding to general inquires about our services.
- Working in collaboration with our bookkeeper, the executive director, and our accountant to support agency financial management.
- Managing the physical and electronic client files and information (storage, new files, closing files).
- Communication on behalf of the agency which includes creating and managing social media and online promotion, maintaining relationships with community partners, and managing general inquires from community members.

- Participating in and upholding a healthy and collaborative workplace culture.
- Ordering and organizing stationary and other office supplies and equipment.
- Assisting with new staff onboarding and orientation (processing criminal record checks, payroll documents, and other human resources related documentation).
- Maintaining and managing MTC's online accounts and databases (banking, email provider, Office365, video conferencing software etc...).
- Adhering to counselling best practices as defined by the MTC, the BCACC, the CCPA, and other associated regulators for counselling services.
- Committing to actively participating in monthly staff meetings and periodic professional development.
- Keeping all client files, data, and other information up to date, secure, confidential, and in accordance with P.I.P.A. legislation.
- Collecting statistical information on the client population as required by the MTC in order to facilitate program development and evaluations.
- Supporting and working in accordance with the mission and vision of the agency as outlined in our agency's bylaws and constitution.
- Engaging in the development and delivery of special projects as approved by or requested by the Executive Director or Board of Directors from time to time.

Please be advised that this list of roles and responsibilities is not exhaustive and may be amended if both the employer and employee agree to the terms of the amendment.

EDUCATION AND SKILL REQUIREMENTS

- Previous experience with office administration is an asset.
- Previous experience working in the mental health field or at a non-profit setting is an asset.
- Experience with Microsoft Office and other administrative software.
- Experience with billing, invoicing, and point of sale systems is an asset.
- Skilled at task management, well-organized, adheres to deadlines.
- Proficient skills in written communication.
- Understands how childhood abuse and adult trauma affects men and the particular barriers (individual, societal, and systemic) that men experience when requesting support.
- Passionate about working with men from diverse backgrounds bringing an inclusive attitude to working with men or anyone who identifies as a man. Understanding the many intersecting layers of discrimination and oppression that contribute to violence in our society including but not limited to, colonization, racism, homophobia, and transphobia.
- Able to contribute and communicate effectively as a team member, but also work independently to manage the administrative processes.

As a staff member of the Men's Therapy Centre, you will work with men who have experienced physical, sexualized, or psychological trauma as adults or children. It is a requirement that you can work from a trauma informed perspective and uphold the vision and mission of the MTC.

A current criminal record check (including a vulnerable sector check) is required for this position.

If you have any questions about other questions about the position or your application, please contact Nick Sandor (nick@menstherapycentre.ca)