

Administration Manager (Disability Services)

Full Time – Permanent

Organization Overview:

YWCA Edmonton is a powerful voice for equity and has been leading social change and progress for women, families and gender-diverse individuals in the capital region since 1907. Part of an international movement, YWCA Edmonton is a trusted provider of services, programs and advocacy work that transforms lives and helps build a stronger, healthier, and equitable community for all. We provide education and services to thousands every year through leadership programs, counselling, outdoor education, healing retreats and supporting people with disabilities.

Job Summary:

The Administration Manager plays an essential role in supporting the Director and Disability Services team. This individual will manage and oversee the administrative unit and provide oversight to the support staff that work within that unit. The Manager, Administration, is expected to have exceptional, critical thinking skills, time management and organizational skills that will ensure the smooth operations of the departments, contributing to a high-performance organization overall.

Hours of work:

Monday to Friday, flexible hours between 8am and 5pm committing 37.5 hours per week, 7.5 hours per day.

Responsibilities:

Director, Disability Services

- Maintain and support the office of the Director, Disability Services.
- Ensure the Director is provided with appropriate documentation and information required to participate in and/or lead meetings.
- Provide Director with department operating statistics and information as required for contract negotiation and reporting at the contract and organizational level.
- Disseminate Director information and direction to the department Managers and team.
- Coordinate and manage the Director's schedule.
- Work collaboratively with the Leadership Team and other departments as needed.
- Receive, monitor, and respond to emails, correspondence, and requests for information.

Administration

- Assist in preparing the written department strategic plan and operational plan.
- Prepare regular (monthly, quarterly) progress reports of operational plans for Director.
- Prepare, organize, and assemble all necessary agendas, minutes, documents, presentations, etc.
- Prepare department expenses documents.
- Manage and provide supervision to the Administrative Assistants, department billing and overdue accounts.
- Monitor various department statistics in collaboration with Managers.
- Assist with budgets and other relevant information for contract renewals, in collaboration with the Assistant Director and Director.

- Assist in the development and monitoring of the Disability Services department budget, in collaboration with the Director.
- Develop written drafts of department and organization reports as requested.
- Prepare necessary documents for organizational and community related initiatives of the department.
- Other duties as required.

Authority:

- Liaison between Director, Assistant Director, and department staff.
- Bring Director's voice to department operations.
- To notify the Director of:
 - Anomalies in department operations and/or strategic and operational plans.
 - Outstanding overdue billing requiring involvement.
 - Critical incidents in service delivery.
 - Matters involving personnel disciplinary action.
 - Any matter which impacts the budget and/or finances of YWCA Edmonton.
 - Those issues which relate to department procedures or the safety of the staff or the Individual(s) being served.

Qualifications Required:

- Minimum 3 years' experience at a senior administrative level.
- Minimum 4 years office experience in areas related to office reception, office procedure and basic accounting principles.
- Preferred post-secondary education with Diploma in Office Administration or related field.
- Proven experience and proficiency in Microsoft Suite programs.
- Current Intervention Record Check and Criminal Record Check, with vulnerable sector.
- Excellent verbal and written communication skills.
- Attention to details and accuracy.
- Ability to interact in a positive manner with a diverse population.
- Ability to effectively prioritize workload.
- Ability to accept and assume responsibility.
- Ability to maintain confidentiality.
- Strong customer service skills.
- Effective problem solving and crisis management skills.
- Strength in multi-tasking, prioritizing, and meeting deadlines.
- Ability to work in a dynamic hybrid office environment.
- Ability to work independently and as part of a team.
- Knowledge of government funders such as Community & Social Services and Children's Services is an asset.

Checks & Insurance:

- Able to provide a clear Criminal Record and Vulnerable Sector Check
- Able to provide a clear Youth Intervention Check
- Must carry a minimum of \$1 Million in professional liability Insurance (if applicable).

Equal Opportunity Commitment:

For over a century, YWCA Edmonton has been dedicated to creating a community in which everyone has an equal opportunity to achieve their full potential. We know that creating an equitable world requires diversity of thought and equity for all. We stay true to our mission by

welcoming the unique contributions that each individual can make, and our hiring practices welcome all candidates. YWCA Edmonton is committed to maintaining a workplace environment that demonstrates a culture built on the fundamental principles of inclusion, diversity, equity, accessibility, and safety.

Acknowledgment:

YWCA Edmonton acknowledges that we are on the traditional land of Treaty 6 Territory and the Metis Homeland of Region 4. The footsteps of diverse Indigenous peoples have marked this territory from time immemorial — First Nations, Metis, Inuit, and now settlers from around the world. We are all treaty members, with recognition and respect for Indigenous Peoples and the traditional territories on which we live, work, and play. We call upon our collective honored traditions and spirits to share responsibility for stewardship of this beautiful land and our community.

Compensation:

We offer a competitive compensation package for the job that includes a salary commensurate with experience and education, full benefits package with RRSP employer matching contributions, and paid time off and holidays. Our hybrid work arrangement provides flexibility to work both in-office and

To Apply: Please submit your cover letter and resume to careers@ywcaedm.org

