



Kahnawake Shakotia'takehnhas Community Services

EMPLOYMENT OPPORTUNITY

Administrative Assistant II – Case Workers (Home & Community Care Services)

KSCS is seeking an experienced and responsible individual to provide administrative and clerical support to relieve the Case Workers (HCCS) and the Clinical Supervisor (HCCS) of administrative duties; may include filing, sorting, mail correspondence incoming or outgoing and distribution, and completing special clerical projects. Applies software knowledge and skills to produce various types of documents ensuring quality and consistency. Coordinates specific departmental tasks assigned by the Clinical Supervisor (HCCS).

Under the direction of the Clinical Supervisor (HCCS) the Administrative Assistant II (Case Workers – HCCS) is responsible for providing administrative support to the Case Workers (HCCS) and Clinical Supervisor (HCCS). Under general supervision, independently applies learned skills and knowledge associated with administrative tasks to complete diverse, moderately complex assignments within defined policy and according to objectives.

Required Education & Experience:

- D.E.P. in Secretarial Studies with one (1) to three (3) years relevant experience.
- Minimum High School Diploma with three (3) to five (5) years relevant experience.

Status: Indefinite Contract, six (6)-month probationary period.

Salary: Starting at \$25.32/hour.

Schedule: 35 hrs/week; must be willing to work occasional flexible hours as necessary.

If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:

KSCS Human Resources. You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at KSCS main reception or at www.kscs.ca. Please call 450-632-6880 for more information and submit completed applications, online, to: humanresources@kscskahnawake.ca.

Deadline to apply is: Friday, November 7th, 2025, at 4:00 pm.

GENERAL INFORMATION	
Code: Job Title: Department: Date of Job Description: Job Reports To:	Administrative Assistant II (Case Workers - HCCS) Family Services, Support Services September 2025 Clinical Supervisor (HCCS)

JOB DESCRIPTION SUMMARY
Under the direction of the Clinical Supervisor - Home and Community Care Services (HCCS) the Administrative Assistant II (Case Workers – HCCS) is responsible for providing administrative support to the Case Workers (HCCS) and Clinical Supervisor (HCCS). Under general supervision, independently applies learned skills and knowledge associated with administrative tasks to complete diverse, moderately complex assignments within defined policy and according to objectives. Provides administrative and clerical support to relieve of administrative details. May coordinate messages, appointments, and information to callers, and file maintenance. Manages incoming and outgoing correspondence and distribution. May deal with highly sensitive information related to clients. Coordinates specific tasks assigned by the Clinical Supervisor and Case Workers (HCCS). Participates in various working groups/meetings and may be required to take and distribute meeting minutes. Research and compiles assignments and reports. Proofs word processing documents. Operates automated office equipment. Provides coverage to the HCCS Administrative Assistant regarding client files, etc. Decisions are straightforward in nature, within clearly defined procedures and practices specific to the department or work group and are regularly reviewed.

CORE RESPONSIBILITIES AND DUTIES	
Core Responsibilities	Duties
Provides clinical administrative and case management (Penelope Recording System) support to Case Workers (HCCS) and Clinical Supervisor (HCCS).	➤ Enters contacts in Penelope Recording System, types and enters assessments, Service Plans or other documents in Penelope Recording System. ➤ Meets with Elders Caseworkers and Clinical Supervisor to review caseload and other client issues when requested. ➤ Books or cancels client appointments and logs these contacts in Penelope Recording System. ➤ Enters client-related incoming/outgoing mail/faxes in Penelope Recording System and distributes these. ➤ Provides Penelope Recording System support. ➤ Makes copies of relevant documents for workers involved in client cases.
Provides clinical administrative support to the Case Workers (HCCS).	➤ Provides updates and reports/documents received from external service providers regarding mutual clients. ➤ When required, enters team’s contacts and/or reassigns contacts Penelope Recording System. ➤ Assist in updating Elders Caseworkers Caseload Summaries as needed. ➤ Organizes and attends Case Conferences requested by the Elders Caseworkers and Clinical Supervisor and takes and distributes minutes, including room bookings. ➤ Ensures that case reviews are completed as per the timelines outlined. ➤ Organizes and attends Case Reviews requested by the Elders Caseworkers and Clinical Supervisor and takes and distributes minutes, including room bookings. ➤ When requested, assists in obtaining documents from clients’ paper files. ➤ Ensures that Database is up to date.
Provides general administrative support to the Elders Case Worker team.	➤ Manages schedule/appointments. ➤ Assists in organizing and coordinating trainings. ➤ Follows-up on e-mails as requested. ➤ Organizes and attends Team Meetings when requested and schedules room bookings. ➤ Assists and maintains the development of standard operating procedures and policies for systems within Home and Community Care Services. ➤ Ensures that administrative guidelines are interpreted correctly and followed by staff. ➤ Types and drafts: letters memos, reports, (quarterly activity) and prepares Power Point presentations if required. ➤ Photocopies and files documents in the appropriate areas of YP. ➤ Drafts, designs and types forms needed by employees within programs. ➤ Receives and distributes incoming correspondence. ➤ Circulates memos and information upon requests to employees. ➤ Maintains mailing lists and provides mail merge services.
Performs any other job-related duties as may be required by the immediate Supervisor.	

COMMUNICATIONS	
Teamwork:	➤ Commonly requires a level of collaboration and cooperation to get work or projects complete.
Advising:	➤ Frequently provides information that must be understood and explained.
Training:	➤ Occasionally provides support regarding training to clients and stakeholders.

ENVIRONMENTAL FACTORS	
Types of Schedule:	➤ Regular work week, occasional flex.
Stress Factor:	➤ Moderate stress with some periods of high stress.
Deadlines:	➤ Some tight deadlines (unplanned).

ACCOUNTABILITY	
➤ To provide services in a manner consistent with the terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives. ➤ To deal with clients in tactful and courteous manner. ➤ To provide thoroughly researched statistical reports. ➤ To show interest in clinical issues and a desire to increase knowledge. ➤ To keep up-to-date with computer technologies related to office administrative work. ➤ To maintain confidentiality practices.	

QUALIFICATIONS	
Education and Experience	➤ D.E.P in Administration, Secretarial or related field(s) of study with one (1) to three (3) years relevant experience. ➤ Minimum High School Diploma plus three (3) to five (5) years relevant experience.
Skills and Requirements	➤ Excellent verbal and written communications skills. ➤ Excellent organizational skills. ➤ Excellent knowledge of computers and programs (MS Word, Excel etc). ➤ Experience in minutes taking, use of Dictaphone and typing. ➤ Ability to multitask and possess good decision-making skills. ➤ Ability to work under pressure due to the work requirements. ➤ Ability to work independently and in a team setting. ➤ Basic budgeting skills. ➤ Ability to work some overtime when required. ➤ Ability to work flexible hours to participate in KSCS activities. ➤ Ability to deal with moderate to high stress. ➤ Lifestyle must reflect that of a positive role model.
Assets	➤ Knowledge of Kanien’keha language. ➤ A valid driver’s license and access to a vehicle.

Immediate Supervisor

Incumbent

Date