



Administrative Assistant – Community Services Intake Coordinator

Foothills Academy Society is a Registered Charity in Calgary, Alberta which began in 1979. We are leaders in the field of Learning Disabilities and ADHD, and we offer both a grade 3-12 School, as well as extensive Community Services to support young people and their families. We are a small community with a big heart, and we strive to ensure that our services are financially accessible. Foothills Academy recognizes the importance of strong collaborative relationships between families and a range of professional disciplines in order to best meet the academic, social, and emotional needs of young people through meaningful relationships and evidence-based interventions. We are deeply dedicated to supporting individuals and families to Find Understanding; Build Confidence; and Maximize Potential.

Qualifications

- Undergraduate Degree in Psychology, Education, Social Work, or a relevant field
- Previous experience or training in office administration experience or case management.
- Knowledge of Learning Disabilities and ADHD, or a willingness to learn
- Working knowledge of Google Suite (including Google Docs, Sheets, and Drive), MS office 365, and Adobe products.
- A high level of technology literacy, and a keen willingness to learn new online systems
- Able to set up, manage and organize information in online database
- Strong interpersonal skills – ability to liaise with numerous managers and balance different communication styles, as well as clients, families, and community members to provide exceptional customer service.
- High level critical thinking skills – ability to prioritize tasks, meet firm deadlines, manage multiple demands on time, and determine client suitability for the Community Services programs
- Strong oral and written skills
- Works well both independently and collaboratively in a team
- Ability to connect patiently and compassionately with the families within our community and provide an exceptional level of customer service
- Previous experience utilizing websites Timetap and Jotform to assist with client management is considered a strong asset

Job Overview

This role is the first point of contact for families interested in Community Services programs (primarily the *Amicus Camps & Recreation* department and the *Read/Write & Math Intervention* department). This position supports the intake, registration and administration of these program. When time permits, this position also assists other Community Services programs and services.

Core Responsibilities

Information & Referral Resource

- As the first contact for many of our families, provide excellent customer service helping persons making an inquiry about our programs and services
- Effectively communicate and explain program offerings through Community Services, intake procedures and eligibility criteria
- Provide relevant information about programs and services in the community for families that do not meet our criteria
- Update, distribute, input and organize information from community surveys and feedback forms for Community Service managers

Intake

- Coordinate intake processes for the *Amicus Camps & Recreation* department and the *Read/Write & Math Intervention* department, including: critically analyzing parent and teacher intake forms, read and interpret psycho-educational assessment reports, and review additional intake documentation including IPP/LSP's and Report Cards
- Communicate with clients and families about the intake process and approval decisions and assisting with intake follow-up as needed
- Meet regularly with the Community Services managers about intakes for programs
- Manage inputting information into online systems including client registrations and scheduling program information, and invoicing

Administration

- Assist in the preparation, implementation, and evaluation of Community Services programs
- Prepare sign in/out materials and participant overview forms for all programs
- Track bursary requests
- Manage the direct billing and invoicing process with FSCD for relevant clients
- Ensure that the Client Registration Management system is up to date

This is a full-time, permanent position with medical and dental benefits. The starting wage for this role will be between \$48,135 and \$60,327, depending on the candidate's relevant education and experience.

To apply for the role, please send a cover letter and CV to Dr. Karen MacMillan, Executive co-Director, Foothills Academy at employment@foothillsacademy.org

This posting will remain open until the successful candidate is identified.