



Job Ad: 2023-05 AFTC-Administration

Aurora Family Therapy Centre (AFTC) is an incorporated, non-profit, charitable organization that is committed to increasing the overall mental health and wellbeing of individuals, couples, families and communities through culturally conscious, trauma-informed therapeutic and community-based services. We provide services to our clients through a number of programs. First, as a United Way member agency, we offer affordable therapy to couples, families and individuals; secondly, we provide the clinical facility where students in the Master of Marriage and Family Therapy (MMFT) Program at the University of Winnipeg do the majority of their clinical training; thirdly, we have a several of programs that primarily serve newcomer immigrant and refugees including a Psychosocial Settlement Needs Assessment of newly arrived government assisted refugees, a vibrant Newcomer Community Development Program that assists newcomers in their successful settlement in our community funded through the Government of Canada and a collaborative Mental Health for newcomers who have experienced severe to mild trauma funded by the Province of Manitoba. We also provide Vicarious Trauma Training to people who serve newcomers who have experienced traumatic experiences. We strive to be culturally sensitive, inclusive, and accessible.

We are seeking one (1) Full-Time: Aurora Therapy Program Administrator

Position Overview: Reporting to the Director of Finance & Administration, the Aurora Therapy Program Administrator will be responsible for administrative duties related to the Aurora Therapy Program including answering phone and email inquiries, completing initial client registration and assisting in the maintenance of client records. AFTC uses an online practice management system called OWL to organize and maintain client files.

Duties include but are not limited to:

- Serve as the first point of contact for individuals, couples and families seeking services from AFTC including providing up-to-date information on AFTC's various programs and services.
- Complete initial client intakes (by telephone and/or in-person) from a professional and trauma-informed approach by providing a supportive response, screening for eligibility, gathering the required information and ensuring all registration documentation is submitted in an organized and timely manner.
- Refer clients to additional external services and crisis resources when appropriate and/or necessary.
- Maintain confidential client documentation and records according to AFTC's policies and procedures using the online OWL Practice Management System.
- Monitor requests for service and wait times.
- Assist in data collection for program outcomes and evaluation.
- Attend meetings as required.
- Other duties as assigned.

Qualifications and Skills Required:

- Diploma, certificate or degree in a related field (Business Administration, Social Services, Humanities, etc.) and/or experience working in a related environment. (An acceptable equivalent combination of education and experience may be considered).
- Demonstrated ability with managing and de-escalating crisis in-person or over the phone.
- Demonstrated ability to remain calm and composed during stressful/emotionally charged situations.
- Ability to take initiative and work with limited supervision in a fast-paced environment.
- Ability to organize, prioritize and complete administrative work with a high degree of accuracy and attention to detail.
- Strong understanding of issues related to confidentiality when dealing with private/sensitive information.
- Be respectful and empowering to create a welcoming and supportive environment for clients, staff and stakeholders.
- Experience working with individuals from diverse cultures and faith groups.
- Strong organizational and communication skills (both written and verbal)
- Extensive knowledge of relevant community resources and services.
- Demonstrated proficiency in various software applications: OWL Practice Management, Microsoft Word, Outlook and Excel.
- Must be able to produce a clear and current (within 12 months) Criminal Record Check (with vulnerable sector) and Child Abuse Registry.
- Experience with clinical work will be considered an asset.
- Knowledge and experience related to trauma (including trauma resulting from war/conflict), trauma-informed care, PTSD, and working across culture will be considered an asset.
- Additional languages will be considered an asset.

Salary Range: \$ 43,000.00 – 46,000.00

Interested applicants should submit a cover letter, resume and three references to:

Wanda Yamamoto, Director of Finance and Administration
w.yamamoto@aurorafamilytherapy.com

Deadline to apply is Friday, June 9, 2023 @ 4:30 p.m.

Aurora is committed to equity, diversity and inclusion and recognizes that a diverse staff enriches the work and is essential to institutional excellence. Applications are encouraged from all equity groups that have been and continue to be underrepresented; Indigenous Peoples, Women, Racialized Peoples, Persons with Disabilities, 2SLGBTQQIA+ Peoples and Newcomers are encouraged to apply.

Due to potential conflict of interest issues, current MMFT students are not eligible to apply.

We thank all who apply and advise that only those selected for an interview will be contacted.