



Employment Opportunity ***Full-time Receptionist/Admin Assistant***

Who we are?

UNYA has been supporting the health and wellbeing of Indigenous youth in the Metro Vancouver area for over 30 years. As a respected non-profit, charitable organization, we recognize Indigenous youth as experts in their own lives and strive to provide youth with programs and opportunities that are relevant and meaningful to them.

At Urban Native Youth Association (UNYA) we have developed a Philosophy of Care foundation, drawing from best practices. These philosophies are the grounding framework that shapes all of our decisions and every interaction we have with the youth we serve. Following these philosophies empowers our staff to meet youth where they are at, by giving them the ability to balance flexibility and structure. This allows us to meet our youth's needs, and ensure that our youth experience a consistent quality of care across all UNYA programs. Our 5 key philosophies are:

- Trauma-Informed Practice
- Harm Reduction Practice
- Culture as Therapy
- Two-Eyed Seeing
- Youth/Person Centered Practice

Highlights of this opportunity:

UNYA has an employment opportunity for outgoing, energetic and professional individuals with excellent communication and organizational skills to join our team. The Receptionist/Admin Assistant serves as the first point of contact for youth, families, community partners, and employees interacting with our office in-person, by telephone, or by email. This position also provides general administrative support to the organization. Candidates must be able to work well with the entire UNYA team, and contribute to providing support to youth and connecting them with relevant community resources. Regular working hours for the position will generally be between 9am – 5pm, Monday to Friday. This position reports directly to the Executive Assistant in collaboration with the Director of Operations.

Qualifications and Conditions:

1. Relevant educational experience, 2 years of experience working in office administration/a related field, or a combination of relevant education, training, and experience.
2. Experience working with Indigenous youth and/or community organizations.
3. Broad based knowledge of the family and social issues that Indigenous youth face today, including the intergenerational impacts of the residential school system on Indigenous families and communities, and a good understanding of Indigenous cultures and traditions.
4. A good working knowledge of community resources in Vancouver, particularly youth & Indigenous-specific resources.
5. Demonstrated ability to work independently as well as part of a team.
6. Demonstrated ability to identify with mandate, policies and procedures of the organization.
7. Demonstrated strong computer proficiency, including the ability to work with Microsoft Word, Excel, Outlook, Microsoft Teams, Canva and social media platforms.
8. Demonstrated ability to multi-task in a fast-paced environment while maintaining consistent attention to detail.
9. Excellent organizational, communication (written and oral) and prioritization skills.
10. Professional, prompt and positive attitude a must. Must possess tact and discretion, and be able to ensure confidentiality.
11. Must have a criminal record check completed by and satisfactory to UNYA.
12. Proof of Covid-19 vaccination will be required.
13. Given the needs of the youth accessing our programs, priority will be given to qualified Indigenous, First Nations, Metis, Inuit candidates as per section 41 of the Human Rights code.
14. A valid BC Driver's License, and ability to provide a Drivers Abstract, is an asset.

15. First Aid certification is an asset.

Duties and Responsibilities

1. Serve as the first point of contact for youth, families, community partners and others interacting with our office in-person, by phone, text, email, or social media. Provide welcoming, culturally safe, and professional service always.
2. Ensure the reception and shared office spaces are open, organized, and welcoming at the start of each day, including unlocking spaces as required, preparing reception areas, and ensuring systems are operational.
3. Ensure the office is properly closed at the end of the day, including securing reception areas, shutting down systems as required, and confirming shared spaces are tidy and prepared for the following day.
4. Provide general information regarding UNYA, its mandate, programs and services, and respond promptly and effectively to enquiries regarding community programs, supports and services.
5. Make referrals to specific UNYA and community programs and services as appropriate to serve the needs of youth and families and other community partners.
6. Provide general administrative support across the organization, including preparing outgoing mail, sorting and distributing incoming mail, monitoring general inboxes, answering phones, preparing correspondence, and tracking incoming and outgoing items such as checks requiring pick-up or mailing.
7. Support the Senior Leadership Team and Executive Assistant as needed, including assisting with administrative tasks, coordinating logistics, and completing assigned projects.
8. Receive and coordinate requests and tasks from multiple staff members, prioritizing work appropriately while maintaining clear communication and time management.
9. Maintain and monitor office systems and administrative processes, including tracking supplies, maintaining organized filing systems, and supporting the smooth day-to-day operations of the office.
10. Monitor UNYA's website and social media platforms for updates or issues, and notify the Executive Assistant or leadership of any changes required
11. Assist with coordinating meetings and logistics, including room bookings, scheduling support, and assisting with event or gathering preparation
12. Work as a team to maintain a welcoming, positive, and non-judgmental environment that is accessible and relevant to the needs of Indigenous youth
13. Maintain confidentiality of staff, youth, and organizational information to ensure appropriate handling of records and sensitive information, with exception of the Executive Assistant, Director of Operations and Senior Leadership
14. Maintain a clean, organized and welcoming reception and administrative area, including inventory management and restocking of office supplies
15. Regularly consult with and report to immediate supervisor(s) regarding administrative priorities and operational needs
16. Perform any other duties required to support the day-to-day administrative operations of UNYA.

What we offer:

- Wage of \$27.11/hour
- 40 hours a week
- Comprehensive Benefits package
- Vacation, Sick, Agency and Wellness days
- Access to our Employee Assistance Program (EAP) which consists of no-cost counselling services to UNYA staff
- Support from UNYA's Elder in Residence for cultural and spiritual guidance or teachings
- Monthly Staff development

How to apply:

If you would like to become a part of this tremendous team, send a cover letter and resume indicating the position you are applying to the attention of the Director of Operations at reanne.percival@unya.bc.ca. *Posting will close when position is filled.* Only those shortlisted will be contacted.

***We are an **Indigenous** youth organization whose mandate is to provide meaningful opportunities for Indigenous youth. We encourage qualified Indigenous, First Nations, Metis, and Inuit applicants to apply. If you identify as Indigenous, please let us know in your application! Only shortlisted candidates will be contacted.

*UNYA acknowledges that we are gathered on the ancestral, traditional and unceded territories of the Coast Salish Peoples, including the territories of the **xʷməθkʷəy̓əm** (Musqueam), **skwxwú7mesh** (Squamish) and **sel̓ilwítulh** (Tseil-Waututh) Nations. We are honoured and grateful to be able to do our work on this land.*