



## Shelter Administrative Assistant Job Posting (Contract)

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### Internal and External Job Posting

Union Classification: Non-Union Position  
Compensation: \$25 / Hour  
Contract: Contract to December 2027 with the possibility of extension.  
Schedule: 35 hours per week  
Location: St. Catharines, ON

Apply Today! We will be reviewing applications for this position until we find the right candidate. If this role speaks to you, we encourage you to apply as soon as possible.

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### Gillian's Place

As one of the first shelters of its kind in Ontario, Gillian's Place brings over 45 years of experience and expertise in gender-based violence services in Niagara. Since 1977, we have grown from an eight-bed emergency shelter to a multi-site provider of free and confidential services that support women, children, genderqueer, Two-Spirit, trans, and non-binary individuals escaping the cycle of violence and abuse. Today, these services include a 34-bed emergency shelter, second-stage housing, a 24/7 phone or text crisis support line, safety planning, expert counselling, child and youth programs, legal advice and support, education and violence prevention programs, and a transitional housing and support program.

### Why you want to join our team!

**At Gillian's Place, we know that great care starts with a great team. Here's what you can expect when you join us:**

- Work with a passionate and supportive team that's changing lives every day
- Make a meaningful impact in the lives of women and gender-diverse individuals.
- Realize your aspirations and achieve your personal and professional goals in an inclusive and supportive environment
- Develop your skills through professional development opportunities, mentorship and wellness programs
- Be part of a truly inclusive, equity-driven organization where you can thrive

### Benefits (after 3 months)

- Health and Dental Coverage

- Accrue up to 15 paid sick days annually.
- Three weeks of paid vacation (starts accruing at 3 months)

### **About the Role**

The **Shelter Administrative Assistant** will play an integral role in the day-to-day administration and coordination of our shelter programs and services. They will establish a professional, pleasant, and supportive first contact for callers to Gillian's Place, serve clients and visitors by greeting, welcoming, and directing them appropriately; and notifying company personnel of visitor arrival.

The Shelter Administrative Assistant is responsible for the building's security by ensuring that only authorized personnel, clients and visitors are permitted entry. As with all employees of Gillian's Place, the Shelter Administrative Assistant understands gender-based violence and demonstrates a commitment to providing superior service to our clients.

### **Key Responsibilities**

- Greet and support clients and visitors with professionalism and warmth
- Operate a multi-line phone system and respond to inquiries
- Maintain building security protocols and screen access to the facility
- Help clients with , phone messages, bus tickets, and taxi vouchers, or accessing supplies
- Provide childcare for clients when needed
- Provide clerical support to the counselling department, including office organization and ordering supplies
- Coordinate schedules, including booking appointments and setting up meeting rooms
- Adhere to all agency policies and procedures, including all health, safety, and security requirements.
- Other duties as required

### **What You Bring**

#### **Skills and Traits**

- Empathy, compassion, and emotional intelligence
- Clear and confident communication
- Ability to handle all interactions with diplomacy and exhibit a genuine motivation for helping others
- Strong collaborator and dependable team member
- Excellent multi-tasking and time management skills
- Ability to remain calm in situations of high stress or crisis
- Ability to remain focused in a busy environment

#### **Experience and Education:**

- Two years of related experience preferred
- Post-secondary education in Office Administration or a similar field of study
- Familiarity with community resources and partnerships.
- Understanding of gendered violence and trauma-informed care

- Certification in First Aid/CPR
- Satisfactory vulnerable sector police check (required)

How to Apply:

If you're passionate about helping others, thrive in a fast-paced and caring environment, and want to be part of something meaningful – we'd love to hear from you! Apply in writing to [humanresources@gilliansplace.com](mailto:humanresources@gilliansplace.com)

Gillian's Place is an equal opportunity employer that actively encourages applications from people of colour, First Nations/Aboriginal individuals, newcomers and immigrants, members of the 2SLGBTQ+ community, people of all abilities, and members of other underrepresented communities. We value the unique perspectives and experiences these individuals bring to our team. Accommodations are available on request for candidates taking part in all aspects of the selection process. If you need accommodation during any stage of the hiring process, just let us know – we'll work with you in a respectful, inclusive way.

Already applied to this position?

This was previously posted as Front Office Administrative Assistant.

Thank you! We're still reviewing all previous applications. There's no need to reapply – we'll be in touch with qualified candidates.