

EXECUTIVE ASSISTANT TO THE EXECUTIVE DIRECTOR
Permanent Full-Time Position
\$74,128 to \$90,103

Family and Children's Services of Guelph and Wellington County (FCSGW) is a not-for-profit Children's Aid Society, dedicated to enhancing the wellbeing of children, youth, and families in our community serving the City of Guelph and the County of Wellington. We are a compassionate network of staff, volunteers and caregivers working together with our community to create a nurturing, supportive, and inclusive environment for children, youth, and families. FCSGW is committed to the decolonization of the child welfare system while remaining focused on the safety and wellbeing of children and youth with their families. Fundamental to the work of the Agency are the foundations of Equity, Anti-Oppression, Diversity, Inclusivity, Accessibility, and Indigenous Justice.

POSITION SUMMARY:

This position provides effective and efficient administrative support services to the Executive Director, Senior Leadership Team and the FCSGW Board of Directors. In collaboration with others, provides support to the agency's internal & external communications programs and strategies. This position has a flexible work schedule and requires some evening work.

QUALIFICATIONS:

- Post Secondary Education in business administration or related program or an equivalent combination of education and experience.
- Education or experience in Communications is an asset.
- Experience working with Boards of Directors with an understanding of Board governance.
- Preferred 5 years' experience in senior level administrative role.
- Excellent ability to use MS Office applications (Word, Outlook, Excel, PowerPoint, etc) as well as other applications to support professional presentation and report creation.
- Demonstrated ability to manage multiple priorities/projects.
- Demonstrated ability to work independently and make decisions.

The successful candidate values equity, diversity, inclusion and truth and reconciliation and has a commitment to ongoing learning about the experiences of marginalized groups, including anti-oppression and equity principles.

SKILLS AND ABILITIES:

- Excellent oral and written communication skills, including conflict resolution and managing client complaints/feedback.
- Strong technological skills including use of AI solutions.
- Strong interpersonal skills providing constructive, meaningful, and timely interaction with all stakeholders.
- Self-directed with excellent ability to organize, plan, prioritize and multi-task.
- Ability to think logically and analytically with attention to detail in the presence of frequent interruptions.

- Ability to make decisions of sound judgment, often in crisis or emergency situations and to manage the crisis appropriately.
- Accountable for own actions and decisions within the scope of this position and knowing when and how to involve/refer to Executive Director, Senior Team or Department Leaders as required.
- Board Governance experience is an asset.
- Ability to interpret and use data is an asset.
- Knowledge of the work of child welfare is an asset.
- Acts with integrity, trustworthiness, humility, transparency, and compassion.
- Demonstrates critical thinking and problem solving.
- Excellent ability to work with and meet tight timelines.
- Flexible, adaptable, and responsive to change.
- Ability to deal with highly sensitive and personal information in a confidential manner.
- Excellent understanding and commitment to quality service and best practice.
- Skilled in event planning/coordination.
- Project Management experience.

KEY RESPONSIBILITIES:

Direct Support to the Executive Director and Senior Team:

- Acts as a first communication point to the Office of the Director and escalates matters accordingly.
- Provides confidential administrative support to the Executive Director.
- Ensures the Executive Director is prepared for meetings and discussions on key initiatives including providing briefing notes and key speaking notes where needed.
- Manages communicating and prioritizing issues and decisions from the Office of the Director, Board of Directors and/or Senior Team to identified stakeholders.
- Prepares communication on behalf of the Executive Director and Board of Directors.
- Liaises with and centralizes communication to and from external stakeholders such as Ministry offices, OACAS, community partners, government agencies, etc; ensuring it is appropriately filed and distributed internally.
- Takes a lead role in managing client complaints made to FCSGW, responding to internal and external complaints and maintains systems for reporting and tracking client complaints.
- Proactively escalates and seeks to resolve potential issues by calling them to the attention of the Senior Team as well as identifying potential solutions.
- Collaborates with the Senior Team to manage priorities, decisions, and execution of such.
- Develops and maintains effective systems of document retention of executive materials, Board files and agency archives.
- Explores, proposes and supports the creation of new systems and processes to streamline the Senior Team where applicable.
- Facilitates Manages cross-functional processes and ensures connections are happening between stakeholders.
- Schedules meetings, organizes agendas and records minutes for the Senior Team.
- Co-ordinates and oversees the ongoing maintenance and review of all agency policies and procedures.
- Participates in helping plan All Staff meetings in collaboration with the Senior Management team.
- Supports the planning and execution of Agency and co-hosted community events.

Support to Board of Directors:

- Provides confidential administrative support to the Board of Directors, Board Chair, and Board Committees.

- Maintains FCSGW Board Governance records and systems.
- Coordinates all logistics for Board meetings and Board Committee meetings, including any additional Board meetings that may be required.
- Arranges meetings on behalf of the Executive Director or Board of Directors handling all necessary logistics, for both in person and remote meetings.
- In collaboration with the Executive Director, plans agendas, gathers and creates meeting material and board packages.
- Takes minutes and maintains proper records of all business transactions resulting from activities of the Board and its committees.
- Updates and maintains Agency bylaws and Board Policies.
- Organizes the Annual General Meeting and assists in preparing the Annual Report and presentations.
- Organizes Board member participation, registration and travel arrangements at external events including provincial consultations, conferences etc.
- Serves as a lead contact with the Executive Director and Board Chair.
- Coordinates the preparation of the Board documents including motions and ensuring appropriate updates as Corporate and Board documents are changed.
- Coordinates recruitment efforts and any orientation sessions and materials required for new Board members.
- Coordinate and oversee the process for society membership renewals, notices to membership, and maintenance of the society membership list;
- Coordinates contact with prospective Board members as part of the Governance Committee's leadership of the Board nominations process.
- Researches relevant subject matter for the Executive Director and the Board of Directors (background papers, protocols, guidelines, key resources.)
- Knowledge of Bylaws and Rogers Rules of Order is essential.
- Liaises with FCSGW Senior Team, Executive Assistants, Leadership Team and staff as required.
- Provides backup to the Kindle Communities Inc. Board (minutes, by-laws, agenda etc.).
- Perform public relations functions as required in conjunction with the Executive Director (e.g. Purple Ribbon Campaign);
- Works collaboratively with the Fund Development Coordinator communications committee on the planning and execution of Agency events.

ORGANIZATIONAL RESPONSIBILITIES:

- Works in compliance with the provisions of the Occupational Health and Safety Act.
- Participates on internal and/or external committees as required.
- Data analysis skills along with their conflict resolution skills to develop a positive solution to complex workplace problems.
- Strives to meet or exceed all accountabilities and achieve continuous quality improvement and excellence in all activities and outcomes.
- Participates in learning/education opportunities to maintain and update skills and knowledge whenever deemed necessary.

LOCATION: 275 Eramosa Road, Guelph

If you don't see yourself fully represented in each requirement of the job, we still encourage you to apply. Research has shown individuals from underrepresented groups may only apply when they feel 100% qualified. We are committed to creating a more equitable, inclusive, and diverse organization and we strongly encourage all applicants with diverse identities and lived experiences to apply.

We are committed to creating an accessible environment for all. Please let us know if you have any accommodation needs. This is an existing vacancy and we thank all applicants; however, only those considered for interviews will be contacted.

Qualified individuals are invited to send their resume by **November 6, 2026**, to:

Human Resources

Family & Children's Services of Guelph and Wellington County

employment@fcsgw.org

Posting Date: October 27, 2026