



Changing the
trajectory of children's
mental health.

JOB POSTING

Front Office Administrator (DAY)

1 Regular Full-Time Position, New Position

Annual Salary Range: \$ 49,357.37 - 53,996.26

LOCATION: George Hull Centre for Children and Families
Etobicoke, Ontario

The George Hull Centre for Children and Families is an Accredited Children's Mental Health Centre in Etobicoke. The George Hull Centre provides a continuum of children's mental health services for children and youth and their families from birth to age 18 with emotional, behavioural or social challenges.

We are seeking a highly organized, client-focused **Front Office Administrator** to serve as the first point of contact for clients, families, and visitors. This role provides essential support across our Front Office, Clinical Records, Intake, and Community Clinic teams. The ideal candidate is professional, adaptable, and comfortable managing a wide range of administrative responsibilities in a fast-paced, client-service environment.

**Please note: due to the unique nature of this position, the majority of vacation time must be taken during summer months.*

Key Responsibilities:

Front Office & Client Support

- Greet clients and visitors, answer inquiries, and manage incoming calls.
- Update client information and provide orientation materials for new clients.
- Ensure reception resources (brochures, bulletin boards, toys, supplies) are maintained.
- Sort, record, and distribute mail, prepare courier items, and receive deliveries (ability to lift up to 20 lbs required).
- Maintain photocopiers and restock copier stations.
- Assist in emergency procedures, including contacting emergency services when required.
- Coordinate with Front Office (Evening) to complete daily tasks.
- Support the development and upkeep of reception procedures and relief staff orientation.

Service Activity Tracking

- Complete clinician schedule data entry in TREAT.
- Track clinician and client activity and enter group participation data.
- Report any scheduling or data concerns to the Executive Assistant, Research & Evaluation.

Clinical Records Support

- Support file requests, releases, scanning, uploading, faxing, and auditing.
- Assist with file maintenance, destruction, and system updates.
- Provide coverage during Clinical Records staff vacation.

Intake Support

- Create and maintain client files in TREAT.
- Schedule appointments, modify clinician schedules, and manage cancellations/no-shows.
- Support program referral processes and waitlist management.
- Attend intake committee meetings and upload related documentation.
- Provide backup assistance to Intake as needed.

Administrative Support

- Assist in photocopying, faxing, collating, and conference room setup.
- Support research, evaluation, and quality assurance initiatives.
- Provide support for reception, clinical records, and intake-related projects (e.g., HelpAhead, OneStopTalk).
- Provide general IT support for staff (Microsoft apps, intranet).
- Maintain and order office and program supplies, including business cards.

Professional Development

- Participate in ongoing computer skills upgrading and Centre-wide learning opportunities.
- Stay informed about Centre programs, services, and community resources.

Committee Participation

- Serve as a member of the Administrative Advisory Committee.

Other Duties

- Support special projects and assignments as required.

The George Hull Centre strives to uphold the values of Diversity, equity, anti-racism and inclusion. The Centre is committed to fostering a diverse workplace that is representative of the communities it serves. The Centre encourages applications from all applicants, including but not limited to Indigenous, Black and racialized groups, persons with disabilities and the LGBTQIA+ community. Accommodation for applicants is available throughout the recruitment and selection process.

Qualifications

- Postsecondary courses in office administration, business, or a related field.
- Minimum **2 years of administrative experience**, preferably in a social services or public agency environment.
- Strong organizational, communication, and client service skills.

- Demonstrated tact, diplomacy, and problem-solving ability.
- Proficiency in database systems, Microsoft Office applications, and general IT support.
- Ability to lift up to 9 kg (20 lbs).
- Experience with TREAT (or similar clinical record systems) is an asset.

Selected candidates may be required to complete a typing test and demonstrate administrative/computer knowledge prior to the interview

Hours of Work:

- 36.25 hours per week:
- Monday to Thursday 8:30AM – 4:30 PM; Friday 9:00AM – 5:00PM

Working Environment:

- This role is on-site at the main office (81 The East Mall)

Benefits:

- An excellent benefit plan
- Generous vacation entitlements

Additionally, we are proud to offer a Lifetime Retirement Pension. For more information on our pension plan, please click on the link: www.caatpension.ca/pensionsfortalent



Please submit **resume and cover letter** to:

HR Administrator

Email: humanresources@georgehull.on.ca

**Please include position applying for in subject line.*

We thank all those who apply, however, only those chosen for an interview will be contacted.

POSTING DATE: March 6, 2026

CLOSING DATE: March 20, 2025