

VILLA CATHAY CARE HOME

Executive Assistant (Permanent full-time – 1FTE)



Villa Cathay Care Home (VCCH) is a culturally focused non-profit senior care home in Vancouver's Strathcona neighborhood. Since 1978, we've provided high-quality care in a warm, community-focused environment. Guided by people-centered care principles, we strive to enhance the quality of life for our residents and their families. We are recruiting an Executive Assistant to provide high-level administrative support to the Executive Director and the Board of Directors. This role serves as a central point of coordination for the leadership team, ensuring administrative effectiveness, compliance readiness, and seamless communication between stakeholders in support of our residents, staff, and mission.

WHAT YOU'LL DO

Reporting to the Executive Director (ED), the Executive Assistant provides confidential administrative support and high-level coordination to both the ED and the Board of Directors. This role is responsible for maintaining a strong administrative infrastructure, including Board governance, regulatory compliance tracking, and organizational record management. You will ensure operational continuity by managing executive communications, coordinating governance activities, and acting as a primary liaison for internal and external stakeholders.

RESPONSIBILITIES INCLUDE

A) Executive Director & Leadership Support

Executive Administration & Office Management

- Provide comprehensive administrative support to the Executive Director (ED) and the Leadership Team to facilitate daily operations.
- Manage the ED's calendar and communications. Act as a central point for information flow across departments to ensure timely responses and effective issue resolution.
- Draft and review formal reports, presentations, and official correspondence. Ensure all data and analysis are verified for accuracy and completeness prior to distribution.
- Coordinate meetings, including venue logistics, agenda preparation, and the recording and distribution of formal minutes.
- Act as the primary administrator for shared drives (SharePoint/Server). Ensure digital and paper records are organized and maintained for ease of access.

Compliance & Operational Coordination

- Maintain the facility's policy binders and forms. Ensure all approved policies are formatted, distributed, and archived according to a regular review schedule.
- Assist in the development of office procedures and monitor annual licensing and regulatory requirements.
- Support the tracking and monitoring of Quality Improvement (QI) initiatives to align with established care standards.
- Provide administrative and logistical support for facility-wide events, including staff engagement initiatives and external community events.

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- Performs other related duties as assigned.

B) Board Of Directors & Governance Support

Board Secretariat

- Coordinate the AGM, board meeting, and board committee meeting schedules and logistics.
- Attend meetings, transcribe formal minutes, and maintain the business arising tracker.
- Maintain the historical record of meetings, decisions, and Board/Committee Terms of Reference. Ensure all board-related document filings are complete and audit-ready.
- Serve as the administrator for the SharePoint Board Portal, managing user access and document uploads.
- Submit Society Act filings and Public Notices for the AGM. Liaise with legal counsel regarding the registration of the Constitution and Bylaws.

Member Lifecycle Management

- Manage the orientation process for new directors, including the preparation of the Board Orientation Binder, and coordinate recognition for retiring members.
- Track Board membership terms, appointments, attendance, criminal records, and confidential contact lists.

C) Resident And Family Relations

- Serve as the primary administrative contact for inquiries, concerns, and complaints directed to the Executive Director. Ensure matters are addressed directly or escalated to the appropriate department.
- Support the delivery of care within a culturally focused environment. Ensure all communications and interactions reflect the organization's commitment to warmth, dignity, and a sense of community.

All staff are expected to support a culture of safety and preparedness by following VCCH's policies and procedures related to resident safety and quality of care. Participation in required safety training, emergency preparedness activities, and scheduled drills is part of this role.

WHAT YOU BRING

Education, Training and Experience

- 1-3 years in an administrative role. Experience in health care or the non-profit sector is considered a strong asset.
- Post-secondary graduation in Office Management, Business Administration, or a related field.

Skills and Abilities

- High integrity and discretion when handling confidential information

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- Excellent interpersonal and communication skills (verbal and written)
- Strong organizational, time-management, and problem-solving with a high attention to detail.
- Strong critical thinking and decision-making skills; ability to handle confidential and sensitive matters with excellent judgment.
- Advanced knowledge of the Microsoft Office suite (Word, Excel, PowerPoint, Teams) and SharePoint.
- Ability to read, write, and speak Chinese (Cantonese and/or Mandarin) is an asset.
- Physical ability to perform the duties of the position

Additional Requirements

- Clearance with Criminal Record Check for Vulnerable Adults (BC)
- Proof of full COVID-19 vaccination in accordance with current Public Health Orders
- Flexible working schedule to attend Board-related meetings held in the evenings.

WHAT WE OFFER

Salary

\$25-\$30perhour

HOW TO APPLY

To apply, or for any inquiries, please email us at: hr@villacathay.ca and put "Executive Assistant" in the email subject line.

We appreciate and thank you all applications in advance for their interest, however, only those candidates selected for an interview will be contacted.