

RE/ACT Centre

OFFICE ADMINISTRATOR

OFFICE ADMINISTRATOR: _____

HIRE DATE: _____

REPORTS TO: COO, DIRECTOR, TIM FLETCHER CO.

RESPONSIBLE FOR: OFFICE ADMINISTRATIVE ASSISTANT

LOCATION: _____

PRIMARY AREA OF INFLUENCE: SPECIFIC RE/ACT LOCATION

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Purpose & Confidentiality

DISCLAIMER

RE/ACT: Recovery Education for Addictions and Complex Trauma Centres offer out-patient 12-week recovery programs which provide recovery education for addictions and Complex Trauma under the guidance of Finding Freedom. Our Head Office is located at 257 Riverton Avenue, Winnipeg, MB.

The outline of the OFFICE ADMINISTRATOR details, particularly their Roles & Responsibilities is a formal means to document the activities of the OFFICE ADMINISTRATOR, and measure this against the expectations, performance, and outcomes based on the original objectives agreed upon by both the OFFICE ADMINISTRATOR and RE/ACT HO. Consequently, everyone will have a clear understanding of responsibilities, accountability and, individual as well as team goals & aspirations.

THIS IS A CONFIDENTIAL DOCUMENT. IF YOU HAVE ANY QUESTIONS OR CONCERNS WITH THE CONTENTS OF THIS DOCUMENT, PLEASE CONSULT YOUR SUPERVISOR.

ALL OF THE CONTENTS OF THIS DOCUMENT MUST REMAIN CONFIDENTIAL WITHIN THE RE/ACT COMPANY (including Finding Freedom & Tim Fletcher Co.) AND WILL REMAIN THE SOLE PROPERTY OF RE/ACT IN THE EVENT OF TERMINATION, WITHDRAWAL, OR DISMISSAL.

DATE

OFFICE ADMINISTRATOR NAME (please print)

OFFICE ADMINISTRATOR SIGNATURE

Roles & **RESPONSIBILITIES**

Roles indicate which positions in the company the person will fill. The position as OFFICE ADMINISTRATOR requires a variety of Roles & Responsibilities. Please read them through carefully.

ROLE: BRAND AMBASSADOR

Responsibilities:

The OFFICE ADMINISTRATOR must act in good faith and in the best interests of the company and in all business matters must accurately reflect the RE/ACT brand. You must exercise your power as OFFICE ADMINISTRATOR for the correct purpose of staying true to the RE/ACT mission, vision, and corporate values:

Mission

To offer a safe, loving, and respectful environment and program that addresses the biological, psychological, social and spiritual aspects of healing for people who suffer from addictions, trauma, and/ or spiritual brokenness, that they may experience a measure of freedom from the effects of these while becoming better equipped to face future challenges.

Vision

Breaking the cycle of Complex Trauma by empowering individuals to lead successful lives, teaching them to be advocates for loving family homes and communities, and crating great change all across the globe, starting with a ton of unconditional love.

Values

LOVE DRIVEN

Everyone is accepted with flaws - In every aspect of our brand, everyone is loved and accepted exactly the way that they are. That doesn't mean we aren't all a little screwed up, but if we start with love, then we know that we're going to be ok!

COMMUNITY MINDED

We are an alliance in every community - In all of our activities we act as a conduit between Complex Trauma and a loving/ supportive community. We work alongside individuals, support groups, organizations, counsellors, agencies from the ground up, and we do not discriminate - at all - ever. We are easily accessibly, and will become an integral part of your community. We give back, we support, and we promote positivity in everything that we do. We co-exist alongside addiction recovery centres and programs, many which highly recommend Finding Freedom Evenings attendance and RE/ACT as a part of patient after-care programs,

FREE-FOR ALL

We are truly, free - We are completely judgment free - which is why we corporately are non-religious, even though we do offer a Christian perspective to every aspect of our videos and content. We offer honest love without any strings attached to everyone who seeks help and support. If Churches would like to start a Finding Freedom or RE/ACT, they are free to add their own content if they see fit. If organizations would like to make adaptations of the teachings and employ them into their own programs, they are absolutely able to do so by signing a licensing agreement.

Finding Freedom and RE/ACT are also cost-free to anyone who seeks help. Tim Fletcher Co. will also provide founders with fundraising advice and support if the burden of the annual expense or fees becomes too great.

EDUCATION-CENTRIC

Through education, we advocate to bring better understanding and awareness to the relevance and truth of Complex Trauma. With better information, led ones are able to offer better support - a critical component in providing lasting healing.

SCIENCE-FUELLED

Knowledge is power - We are the very first organization in the world to adopt the paradigm shift of Complex Trauma in recovery completely. Our premier teachings from Tim Fletcher will plant the seeds to help people actually get healthy - beginning with taking a look at Complex Trauma and how it negatively affects early brain development.

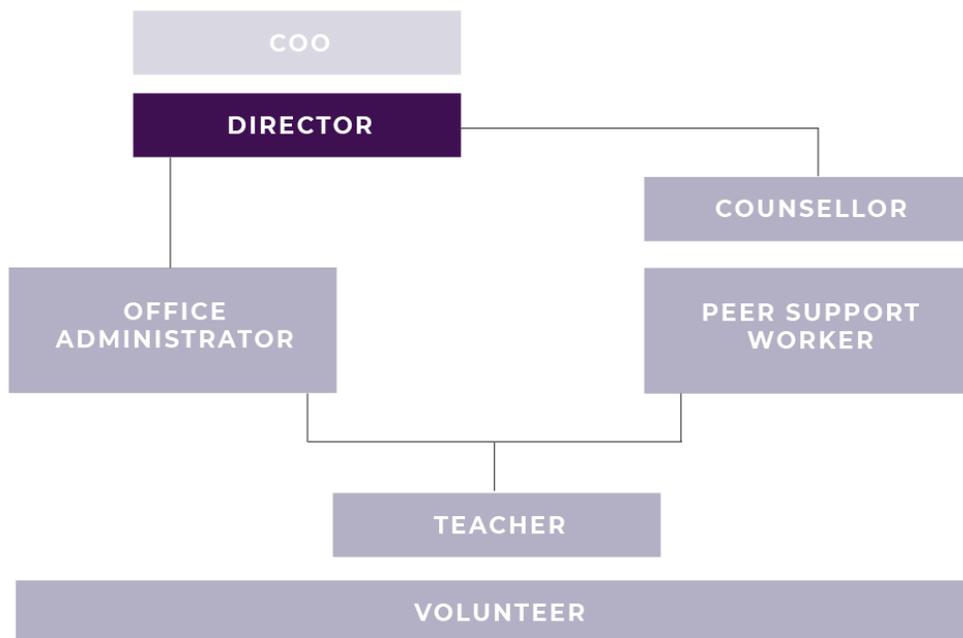
FAMILY-ORIENTED

More loving family homes = less addictions. The ongoing nurturing of people in loving homes is the first step to achieving real healing, but it's also the last step in preventing addictions from happening in the future. So with a family mindset, and a direct focus on family relationships, our community must have the love and warmth that does with a healthy family-type of environment.

Team

INVOLVEMENT

The OFFICE ADMINISTRATOR is the head over the Office Administrative Assistant and answers to the COO of Finding Freedom and to the Director of RE/ACT in all matters beyond their local jurisdiction and subsequent requirements.



Detailed RESPONSIBILITIES

The position as OFFICE ADMINISTRATOR requires a variety of Roles & Responsibilities. Please read them through carefully.

ROLE: SECRETARY

Responsibilities:

Answer any incoming phone calls to the RE/ACT Centre. Ensure the caller is satisfied and if not make sure to follow up. Act as liaison with outside agencies in regards to any questions that they may have. Keep filing systems updated. Always ensure that client files are filed correctly and stored under double lock overnight.

Keep updated on responding to incoming emails.

Update client lists and give clients their proper paperwork. Ensure all new clients have orientation binders and all graduating clients have their certificate of completion of the RE/ACT program.

ROLE: SUPERVISE OFFICE ADMINISTRATIVE ASSISTANT

Responsibility:

Divide responsibilities between yourself and the office administrative assistant to ensure performance. Ensure the office administrative assistant is completing their task to the best of their ability.

ROLE: ASSESSOR/ ORIENTATOR

Responsibility:

Ensure all assessment and orientation rooms are properly prepared before the client arrives. Follow procedure outlined in the Corporate Director on how to successfully complete both an assessment and orientation. If you are busy with other things and may not have time for an assessment or an orientation day, ask your assistant to complete it.

Required Skills & **COMPETENCIES**

The OFFICE ADMINISTRATOR must also have the following skills and competencies:

1. Attend the 1-week administration training session prior to launch
2. Attend the 1-hour introduction class
3. Have knowledge with computer programs and website functionality
4. Must have a basic knowledge of the Corporate Directory regarding the general administration and office set up and be able to refer to it by memory.
5. Must have very strong organizational skills and be able to stay on task
6. Must not be currently struggling with addictions or mental health disorders, and if so, must abstain for a minimum of 2 years and receive allowance from RE/ACT HO.
7. Must have very strong interpersonal skills and be able to lead and be responsible for an assistant
8. Must be able to make decisions in a clear and concise manner
9. Must comply with a Criminal Background Check as well as a Criminal Record Check
10. Must be able to communicate clearly with all clients and other agencies professionally and confidentially
11. Must comply with all the policies in the Corporate Directory
12. Must be able to address any issues that come up in the office
13. Have an open mind and be able to receive feedback whether positive or negative
14. Must be willing and able to build relationships with both clients and staff so that trust can be built among the RE/ACT Team.
15. Must be able to identify their own strengths and weaknesses and delegate tasks
16. Must be willing to sign all forms and agreements associated with the OFFICE ADMINISTRATOR role in the Corporate Directory and abide by them

COMPENSATION

As OFFICE ADMINISTRATOR, you may be in a paid position at RE/ACT. Please review this carefully.

As OFFICE ADMINISTRATOR, your position is on a volunteer basis unless otherwise stated in the Employee Contract that Tim Fletcher Co. has given to you.

If in your Employee Contract the compensation section is filled out, you will be receiving a paid position at RE/ACT. Your salary for OFFICE ADMINISTRATOR can range from \$_____ - \$_____ annually depending on:

- Amount of hours worked
- Amount of work completed
- How much work is being delegated to other staff members

HO will evaluate the OFFICE ADMINISTRATOR's work load and how many hours they spend in the office. Based on these observations, HO will decide how much the OFFICE ADMINISTRATOR will be compensated.

RE/ACT Employee CONTRACT

Private & Confidential

Date (MM, DD, YYYY): _____

To _____,

RE/ACT, under the guidance of Tim Fletcher Co. is pleased to offer you a position as OFFICE ADMINISTRATOR here.

Terms of Employment

Commencement Date

- Your new role will commence on _____.

Compensation

- \$_____ per annum (paid on a _____ basis)

Vacation

- You will accrue vacation days at a rate of _____ vacation days per month, for a total of _____ vacation days annually, to be taken at such time as is determined or acceptable to Tim Fletcher Co.

Hours of work

- Monday to Friday, regular business hours.. From time to time, you may be required to work reasonable additional hours or after hours to fulfill your responsibilities.

Commitment Period

You agree to commit to working as OFFICE ADMINISTRATOR at RE/ACT for a time period of _____ months.

Additional Notes

Agreement

Director Name

Office Administrator Name

Director Signature

Office Administrator Signature

Date

Date