

Admissions/Administrator Lead

Indigenous Recovery Solutions Inc.

Indigenous Recovery Solutions Inc. is driven by a mission to foster healing and resilience in Indigenous communities through a Métis-rooted, holistic approach to recovery. In partnership with the Otipemisiwak Métis Government—the self-governing Métis Nation within Alberta, founded in 1928 and representing over 70,000 Métis citizens, Indigenous Recovery Solutions Inc. is proud to launch New Beginnings, a transitional housing initiative grounded in Métis ways of healing and community care.

Guided by Métis values of kinship, mutual aid, and cultural pride, this program blends evidence-based recovery practices with Métis traditions, ensuring participants reconnect with their heritage while building a strong foundation for lifelong wellness. The program supports relatives on their recovery journey while honouring Métis governance, intergenerational wisdom, and land-based healing traditions.

New Beginnings is deeply committed to cultural safety, anti-racist practices, and the advancement of Indigenous health equity. As a program grounded in Métis traditions, we strive to create an environment where all community members are treated with dignity and respect, free from discrimination, and supported in their healing journey.

Reporting to the Program Manager the Admissions and Administration Lead oversees the daily operations of admissions and administration. This role is responsible for managing the admissions process in accordance and collaboration with the RSG Central Admissions Team and line managing the Admissions Administrator.

Role-Specific Accountabilities

- Act as a liaison between the central admissions team, clients, families, clinicians, and operational staff throughout the admissions process.
- Walk alongside relatives in their healing journey, sharing progress with the care circle in a way that respects autonomy, dignity, and relational accountability.
- Introductory phone calls with potential clients organizing logistics and timing for their arrival at New Beginnings. Required to share all relevant information for the clients intake process.
- Monitor daily admissions metrics, call logs, and conversion rates; report data to leadership as requested.
- Develop, refine and collaborate with the Central Admissions Team on admissions protocols and workflows to improve efficiency and client experience.

- Update the Central Admissions Team workflow document in real-time for accuracy and occupancy
- Coordinating all requirements upon intake for new clients, including the intake process and communication with other necessary parties at New Beginnings.
- Other duties as required
- May include occasional evenings or weekends depending on client needs.
- Office-based with some interaction in residential or clinical environments.

Qualifications

- Experience of admissions preferred.
- Experience in general office administration required.
- Preferred line management experience.
- Strong organizational and multitasking abilities.
- Excellent phone manners and interpersonal communication skills.
- Ability to interact effectively with individuals at all levels.
- Proficiency in using standard office software (e.g., Microsoft Office Suite).
- Comfortable learning and adapting to new technologies.
- Attention to detail and accuracy in data entry and record-keeping.
- Familiarity with database management systems is a plus.
- Basic understanding of financial processes, including petty cash management.
- Ability to work with basic financial documents.
- Willingness to assist in various tasks and areas around the facility.
- Adaptability in a dynamic and evolving work environment.

Conditions of Employment

Successfully complete and pass a Vulnerable Persons Criminal Record Check prior to initiating employment and annually thereafter.

This is a full-time, onsite position based in Edmonton, AB, within a program that operates on a 24/7/365 schedule. Please send your cover letter and resume to humanresourcesnb@newbeginningsAB.ca quoting Admissions & Administration Lead in the subject line. Thank you for your interest in working with Indigenous Recovery Solutions Inc. only those candidates selected for an interview will be contacted.