



Program Assistant

Position:	Program Assistant
Program:	Changing Lives & Family Violence
Location:	128A Sterling Road/355 Church Street
Contract:	Permanent, Part Time - 21 hours per week
Hours:	Tuesdays, Wednesdays, Thursdays - 12.30pm-8.30pm
Salary:	\$40,817 - \$50,214 BU Grade 5 (pro-rated to time worked)
Application Deadline:	May 31, 2018, 5.00pm with cover letter and resume
File Number:	CLFV #11-18
E-Mail:	hrdep@familyservicetoronto.org
Mail:	HR, Family Service Toronto, #202 – 128A Sterling Rd, Toronto, ON M6R 2B7
Web:	familyservicetoronto.org

Family Service Toronto (FST) helps people face a wide variety of life challenges. For over 100 years, we have worked with individuals and families destabilized by precarious mental health and/or socioeconomic circumstances, to achieve greater resilience and stability in more just and supportive communities. We achieve this through our direct service work of intervention and prevention which includes counselling, peer support and education; knowledge building; and system-level work including social action, advocacy, community building and working with partners to strengthen the sector.

The Program Assistant, Changing Lives, Family Violence, is responsible for a variety program support and administrative services. We are committed to developing a diverse service team that reflects the diversity of the population who live and work in the City of Toronto.

In applying, please clearly identify how you meet the specific qualifications outlined below.

KEY RESPONSIBILITIES

- Performing reception duties including greeting clients/visitors and providing them with the necessary paperwork, answering telephone enquiries and re-directing calls to other staff
- Prepares information packages in advance (e.g., client information forms, service agreements, walk-in program client packages, evaluation documents, program specific documentation requirements), hands out to clients and explains documents.
- Informing staff when clients/visitors arrive for service
- Responds to people, in person or on the phone, providing reassurance if the person is distressed people, and informs them of options for assistance and/or involves Service Access Unit staff or a supervisor
- Collects, updates and inputs information (e.g. client information; consent forms; evaluation materials; surveys; scanning and attaching correspondence, reports, group attendance etc.) into applicable electronic client databases, according to required timelines required by the program

and/or funder

- Collecting/reconciling and submitting fees from individual clients/group program participants and issue receipts
- Updating, filing, scanning and printing Client Information Forms
- Entering information into FST's data systems
- Provides logistical support for the preparation of presentations, community events, seminars and/or workshops (e.g. assisting with designing draft materials such as flyers, outreach/promotional materials; coordinating room bookings; setting up activities in client data base; coordinating registration process with Service Access Unit)
- Informs IT department staff when server, printers, phone system or any other electronic system is down and follows instructions to restore service.
- Acts as a liaison with various service providers (e.g. property management, security company, internal FST supports) regarding issues identified within the suite.
- Ensures office is working efficiently and reports problems/suggestions to manager.

QUALIFICATIONS

- Community college diploma and/or equivalent combination of education and experience in the field of administration, social services, psychology over a minimum three-year period. Foreign credentials and relevant experience will be considered.
- Minimum of two years reception/administrative experience
- Demonstrated skill and experience in dealing respectfully and competently with a diversity of community members, in a customer services role
- Knowledge of a trauma informed framework for interacting with clients and others
- Proven ability to sensitively and professionally respond to the needs of clients who are first time callers, calling in crisis, repeat callers, callers who speak little or no English, and people with disabilities (non-verbal, blind, deaf/hard of hearing and intellectual disabilities)
- Knowledge of community resources and supports in the City of Toronto
- Good listening, verbal and written communication skills Strong keyboarding and computer skills, particularly with Microsoft Office (Word, Excel, PowerPoint)
- Experience working with an electronic database
- Proven ability to manage competing demands and prioritize work within the context of multiple requests for time and assistance
- Excellent organizational, coordination and time-management skills
- Demonstrated ability to take initiative
- Demonstrated experience working effectively as part of a team and ability to work independently
- Demonstrated commitment to principles of cultural competency, social justice, anti-oppression, equity and inclusion
- Experience in working with students and/or volunteers
- Up-to-date Criminal Reference Check and Vulnerable Sector Check

In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and FST's Equity and Inclusion policy, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

We thank all applicants and will contact the individuals selected for an interview.

No phone calls please.