POSITION: Program Assistant	POSITION STATUS: Temporary Full-Time
DEPARTMENT: ESC	HOURS OF WORK: 37.5
RATE OF PAY: $24.69/hr.	# OF POSITIONS: 1
UNION: Unionized position	POSTING PERIOD: 2025-05-30 to 2025-06-13

Scope: The role of a Program Assistant is to provide administrative support to program staff and managers. They act as the primary point of contact for program-related inquiries and evaluate the eligibility criteria for clients. Additionally, they create and deliver workshops for clients, provide case management services, and manage inventory. Program Assistants play a crucial role in ensuring the smooth and efficient functioning of programs. To achieve this, they maintain records, coordinate with other departments, and conduct research to support program development. Effective communication, organizational skills, and problem-solving abilities are essential for Program Assistants to carry out their responsibilities efficiently.

Responsibilities:

- Create and conduct various workshops, group information sessions and one-on-one sessions as needed for funding, client requirements, staff suggestions, and organizational growth and development.
- Assess, collect, prepare, and submit client applications for Government funded programs.
- Welcome and respond to client inquiries in an enthusiastic, professional and polite manner in-person, over the phone and via e-mail.
- Conduct clients' intake assessment, follow-up, and other duties to assist the program delivery.
- Present program information to potential clients and the community in various setting.
- Answer, screen and forward incoming phone calls.
- Manage incoming referrals, data entry and establishing new client files.
- Enroll clients for group sessions, information sessions, workshops, programs and classes.
- Facilitate the registration and orientation of new clients enrolling in programs.
- Ensure that clients understand and agree before completing required documentation such as waivers, client agreements, confidentiality policies etc.
- Create, update and maintain MS Excel worksheets; regularly compile and enter required statistical information and generate monthly, bi-annual and annual statistical reports for the Manager as required.
- Create and distribute marketing materials and outreach for programs.
- Track overall program client enrolment.
- Provide monthly and quarterly reports to management as required.
- Perform other clerical duties such as data entry, photocopying, scanning and faxing, meeting minutes, etc.

Database:
- Maintain accurate and effective maintenance of various databases, which requires regular data entry, and continuous information updates.
- Bulk upload client information into the required databases monthly.
- Maintain accurate and up-to-date client records and files.
- Other duties as assigned.

Qualifications:
Skills and Abilities:
- Strong oral and written communication skills.
- Excellent organization and problem-solving skills.
- Ability to exhibit efficiency and demonstrate commitment to meet tight deadlines
- Able to work independently and in a team environment.
- Ability to conduct presentations, lead workshops, and facilitate meetings.
- Computer proficiency in using Microsoft Office Suite and online platforms, techniques, and tools (e.g. Zoom, OneDrive).
- Experience in using CaMS, OPS BPS Secure, Job Portal, and other governments' online databases is an asset.
- Ability to adapt to ongoing changes and new technologies.
- Strong ability to work with various databases, data collection and analysis.
- Possesses strong collaborative skills and can develop meaningful partnerships through thoughtful and genuine engagement.

Education & Experience:
- University Degree or College Diploma with awards & distinctions.
- Having lived experience in immigration is a valuable asset.
- Experience working with diverse populations including but not limited to newcomers, language minorities, racial minorities, marginalized communities, LGBTQ, disabled and those without status.

Requirements:
- Police clearance.

How to apply: Visit our website to submit your application: https://www.wwwwiw.org/join-our-team/

Deadline: The deadline to apply is June 6, 2025.

W5 welcomes diversity in the workplace and encourages applications from all qualified individuals, including 2SLGBTQIA+, Visible Minorities, Indigenous People, and persons with disabilities.

Accommodations will be provided throughout the hiring process upon request.

Thank you to all applicants for your interest in the position. However, only candidates selected for an interview will be contacted.