



Job Posting

Part-time (17.5 hrs. per week), Permanent, Program Assistant - Pathways to Education

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of five locations, Unison offers core services that include primary health care, counselling, health promotion, Early Years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education™ and a Diabetes Education Centre. Unison's mission is working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

Unison is committed to working from an inclusive, pro-choice, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

We are currently seeking a Program Assistant for our Pathways to Education Program. Reporting to the Director, Pathways to Education, the Program Assistant, with direction from the Administrative Assistant, will provide secretarial and administrative support to the Pathways Team.

Job Responsibilities:

- Respond to general telephone inquiries, redirect or take phone messages;
- Provide reception duties at the program site where applicable, including greeting and directing visitors.
- Act as a resource to the Pathways Administrative Assistant.
- Maintain an efficient and organized office area, including orderly filing systems.
- Take minutes at program or community meetings when required.
- Provide support in setting up meeting space, including: furniture arrangements, AV equipment, and refreshments.
- Maintain internal and external program contact lists and facilitate communications when required.
- Compile and produce data reports upon request.
- Ensure accuracy and completeness of client, volunteer, and relevant personnel records;
- Provide administrative support for student registration process;
- Co-ordinate language interpretation and translation services for Pathways program;
- Provide administrative support to Pathways Academic Student System (PASS) implementation process.
- Perform data entry – attendance (school, tutoring, mentoring), research data, etc., as required.

- Telephone students and families (support for all program areas) to communicate program information;
- Complete maintenance and IT requests;
- Complete printing, envelope stuffing, and other information dissemination;
- Complete photocopy requests;
- Other duties as required.

Job Qualifications:

- Excellent customer service skills;
- Demonstrated ability to work effectively independently and as a member of a multi-disciplinary team.
- Effective communication, interpersonal, organizational and administrative skills;
- Post-secondary diploma or degree in office administration or related program and/or related experience;
- Ability to multitask in a very busy team environment;
- Proficiency in Microsoft Office applications (Word, Excel, Outlook, Publisher, PowerPoint);
- Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities;
- Excellent interpersonal skills with colleagues, students, community members, volunteers, etc.;
- Excellent English communication skills, both written and verbal, with individuals and groups; knowledge of a second (or more) language and culture is an asset ;
- Ability to work flexible hours.

Interested candidates are asked to email a résumé with covering letter by **9:00 a.m., September 8, 2017** to:

Hiring Committee, Program Assistant
Unison Health and Community Services
Toronto ON
hirings@unisonhcs.org

Please cite UN_2017_035 in the subject line of the email

We welcome applications from people who are reflective of the diverse communities we serve, including those who might need accommodation.

Where needed, accommodations for applicants with disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.

While we thank all applicants for their interest, only those selected for interview will be contacted.