



## Job Posting

### **Program Secretary, Lawrence Heights Site Part-time, Contract, 3 days per week (December 2019 to December 2020)**

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of six locations, Unison offers core services that include primary health care, case management and counseling, health promotion, Early Years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education and a Diabetes Education Program. 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 Secretary to work out of our Lawrence Heights site. Reporting to the Diabetes Education Program Manager, the Program Secretary manages the external referral process as well as provides secretarial and administrative support.

#### **Job Responsibilities:**

- Support Diabetes Education Program Manager in ensuring efficiency and effectiveness of DEP service delivery including but not limited to client intake and quality improvement
- Responsible for all aspects of the referral process
- Schedule appointments and support day-to-day operations and service delivery
- Prepare statistics, brochures, reports and other material
- Make necessary arrangements for meetings
- Assist in the maintenance of electronic and paper filing systems.

#### **Job Qualifications:**

- Must have a high level of attention to detail as demonstrated consistently in daily work
- Excellent interpersonal and communication (written, oral & listening) skills
- Strong organizational, analytical and problem-solving skills in combination with the ability to perform duties under minimal supervision
- Ability to perform a variety of secretarial & administrative duties
- Knowledge of Nightingale on Demand (NOD)
- An interest and aptitude for learning new software
- Ability to work with diverse stakeholders
- Able to exercise independent judgment and discretion in dealing with confidential matters
- Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities
- Knowledge of PS Suites is an asset
- Excellent knowledge of a second (or more) language and culture is an asset
- Post-secondary education but those with equivalent experience are encouraged to apply
- Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities.

**Organizational Responsibilities:**

- Participate in team and organization-wide meetings and committees, initiatives and events
- Develop work goals in conjunction with supervisor, identifying action plans, learning objectives and professional development needs
- Participate in performance appraisal process including self-evaluation component
- Adhere to all policies and procedures of the organization
- Submit encounter data and/or statistics, administrative forms and reports in a timely fashion
- Orient, supervise and support students and/or volunteers as required
- Identify, report and debrief on client safety incidents, good catches, occupational health and safety incidents and near misses
- Other duties as required.

Interested candidates are asked to email a résumé with covering letter by 9:00 a.m., Friday, November 1, 2019 to:

Hiring Committee – Program Secretary  
Unison Health and Community Services  
[hirings@unisonhcs.org](mailto:hirings@unisonhcs.org)

**Please cite UN\_2019\_038 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.