

JOB POSTING

Program Secretary, Diabetes Education Program – (DEP)

full-time, 2.5 month contract, 35 hours per week

October 2020 to end of 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, counselling, 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 Health and Community Services is committed to working from an inclusive, pro-choice, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

At this time, At this time, Unison is seeking a Program Secretary. Reporting to the Diabetes Education Program Manager, the Program Secretary provides secretarial and administrative support to the Program Manager and DEP team. The Program Secretary conducts front door COVID19 screening & cleaning up to the equivalent of 2.5 days per week at multiple sites.

Job- Specific Responsibilities:

- Support day-to-day operations and service delivery of DEP at all sites.
- Coordinate and maintain the Program Manager's and DEP team members' schedules including booking appointments in NOD/EMR and Microsoft Outlook.
- Prepare correspondence, reports, and other documents.
- Conduct front door COVID19 screening & cleaning at multiple sites.
- Respond to general telephone and email inquiries, redirect or take phone messages.
- Sort diabetes education program's paper and electronic mail (internal and external) on a daily basis, screen correspondence and highlight critical aspects or required actions for

the attention of the Program Manager or DEP team members. Identify and promptly follow up on delivery of documents.

- Maintain electronic and paper filing systems for the Program Manager and centralized shared files for the diabetes education program team.
- Maintain an effective, efficient and organized office area, including orderly filing systems.
- Coordinate the ordering and tracking of supplies for the program which may include: TTC tickets, office supplies, or other program resources.
- Maintain internal and external program contact lists and facilitate communications when required.
- Submit receipts and expense claims to designated manager, and may include maintaining petty cash.

Job-Specific Qualifications:

- A minimum of 2 years' experience working in an administrative support position or equivalent.
- Excellent interpersonal, English communication (written, verbal, listening) skills.
- Self-directed and organized with the ability to manage time.
- Computer literacy, including experience and proficiency with N.O.D.
- Proficiency using Zoom, GoTo Meetings (for virtual meetings), PS Suites or interest in learning.
- Strong problem-solving skills in combination with the ability to multi-task and perform duties under minimal supervision.
- Demonstrated knowledge of, and sensitivity to, the impact of social, economic, environmental and cultural issues on diverse communities.
- Knowledge of issues affecting communities facing barriers to access in an urban environment.
- Familiarity with the social, economic and cultural conditions of the project's geographic area.
- Experience serving Unison's priority populations (seniors with complex needs, people with mental health & addiction issues, LGBTTQT+, and youth facing barriers).
- Knowledge of a second (or more) language and culture is an asset.

- College diploma or equivalent experience an asset.
- Ability to work flexible hours at multiple locations.

Core Organizational Competencies:

- **Organizational commitment:** embracing our mission, vision and values and being an ambassador for the organization
- **Team work:** Working cooperatively and productively with others to achieve results
- **Client focus:** advocating for and contributing to positive outcomes for the clients/ stakeholders
- **Innovation and initiative:** proactively identifying problems and coming up with creative solutions
- **Professionalism:** accountability, life-long learning, and meeting professional and organizational standards
- **Self-management:** flexibility to work in a fast-paced, rapidly changing work environment

Interested candidates are asked to email a résumé with covering letter by Thursday, October 8, 2020 at 4:00 p.m. to:

Hiring Committee - Hiring Committee, Program Secretary - DEP
Unison Health and Community Services

hirings@unisonhcs.org

Please cite UN_2020_024 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.

Please note that due to the volume of applications, only those applicants selected for interviews will be contacted.