

Job Information	
Job Title	Program Assistant
Department	Community Support Services
Location	The Good Companions Senior's Centre, 670 Albert Street.
Reports to	Manager – Community Support Services
Type of Position	Part Time – 28 hours/week
Term	Contract position until September 30, 2024
Estimated Start Date	July 2023
Posting Date: June 1, 2023	Closing Date: Friday, June 16 th , 2023 at 4 p.m.

All interested applicants should submit a cover letter and resume to HR by e-mail at: akendall@thegoodcompanions.ca quoting competition “COMP: CSS Program Assist”.

The Good Companions Seniors' Centre is committed to meeting the needs of persons with disabilities in alignment with the key principles of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) of independence, dignity, integration and equality of opportunity. In accordance with this legislation, accommodation will be made for applicants with disabilities throughout the selection process. Accommodation will be made available for successful candidates with disabilities upon request.

Key Tasks and Responsibilities

Service

- Works as part of the Community Support Services (CSS) Team to assist the program staff with all aspects of program coordination e.g., making and receiving phone calls, creating schedules, check in calls, and provides back-up coverage for programs as needed. Works out in the community e.g., at the grocery store to support clients using grocery shopping programs;
- Completes intakes with clients and caregivers using software such as Caredove, CIMS Inter RAI (PS) Screener, ensure that clients including those from a diverse range of cultural backgrounds, can navigate and access relevant community programs and services;
- Plans and delivers Seniors Centre Without Walls telephone sessions in Mandarin including developing resources for the Chinese Community and assisting with the expansion of the Seniors Centre Without Walls program;
- Collects, records, and maintains accurate statistical data needed for reporting purposes;
- Maintains and develops current knowledge of community resources in order to provide referral resources for clients;
- Makes follow-up calls to evaluate the quality of programs and service delivery.

Organizational

- Fulfills The Good Companions' mission, vision and values;
- Works with an open, friendly and professional approach toward, clients, members' volunteers, independent contractors, community representatives and students as they participate in The Good Companions;
- Disseminates information to members, volunteers, clients and the community;

- Maintains up-to-date professional skills and knowledge through formal and informal training;
- Complies with all mandated legal/regulatory requirements related to working at The Good Companions (e.g., Occupational Health and Safety, standards of professional conduct, confidentiality, CPR, First Aid);
- Maintains awareness of, and compliance with The Good Companions policies and procedures;
- Meets regularly with Manager; attends regular departmental and “All staff” meetings as required.

Qualifications

Education

- Post-Secondary Education in one of the following areas: Social Services, Social Sciences, Gerontology or Nursing.

Experience

- 1-2 years working with older adults or adults with a physical disability; preferably in a community setting

Operational Requirements

- Negative Police Record Check for working with the vulnerable sector;
- C.P.R. and First Aid Certificate, required annually;
- Additional mandatory training as required.

Skills Required

- Experience working inclusively in a multi-cultural community, with clients from diverse backgrounds.
- Excellent verbal and written communication skills in both English and Mandarin.
- Client intake, assessment and referral.
- Computer literacy; preferably with CIMS database, Share Point, MS Office, Caredove, Inter RAI.

Abilities

- To understand needs, interests and concerns of older adults and adults with physical disabilities;
- Non-judgmental and open-minded including diversity awareness, persons with physical disabilities, LGBTQ2+ and clients from a wide range of cultural backgrounds;
- Team working/collaboration with staff, volunteers and community partners;
- Organize workload to prioritize and meet deadlines;
- Ability to assess challenging situations and make sound decisions;
- Flexibility to respond to rapidly changing priorities;
- Ability to multitask in a fast-paced working environment;
- Ability to work independently, while in the office, working from home and out in the community.

Working Conditions

- Part Time, 28 hours a week, (Flexibility to work some hours from home after initial training period)
- Working in the office, out in the community, and ability to work from home when needed.
- Availability to work occasional evenings and weekends if scheduled

Disclaimer

This Job Description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required.

Because of the changing nature of the work and the work to be done, the job specifications may be changed or altered as required.

The Good Companions Seniors' Centre is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to gender, gender identity, gender expression, culture, religion, racial origins, ethnicity, socio-economic status, age, general appearance, abilities/disabilities and sexual orientation.