



PROGRAM ASSISTANT
1 Full Time Contract Position
INTERNAL/EXTERNAL POSTING

DATE: September 23rd, 2022

LOCATION: Toronto, ON – Railside Hub

COMPENSATION: \$33,153 - \$40,804 Annually Prorated

CONTRACT DURATION: Ending March 31ST,2023

LOFT Community Services is a unique and dynamic charitable organization that supports people living with complicated issues such as mental and physical health challenges, substance abuse, poverty and homelessness. Serving approximately 10,000 annually and providing 1,733 units of supportive housing last year, LOFT is one of Ontario’s largest mental health service providers of its kind.

LOFT stands for Leap of Faith Together. Our employees have an opportunity to take calculated risks and lead the way in the creation, implementation and evaluation of system-wide solutions. We work hard. We care passionately. We celebrate. Our staff are the key to our success. LOFT is recognized as a Nonprofit Employer of Choice™ Award (NEOC) recipient and we believe that our LOFT culture is at the core of everything we do.

To help fulfill our mission, LOFT is hiring a **Program Assistant**.

JOB SUMMARY:

The Program Assistant provides support to the Community Case Management Team as well performs a wide range of administrative tasks to ensure the smooth functioning of the Railside Hub. The position plays a vital role in continuously improving the programs and administrative processes in place to support the work of the organization.

EDUCATION, KNOWLEDGE and SKILLS:

- Minimum 2 years previous related experience in an office environment covering a wide range of general office reception duties
- Previous experience (one year or more) assisting clients who have experienced mental illness and/ or homelessness
- Practical knowledge of crisis intervention, conflict resolution, counseling, harm reduction, community service agencies, gained through either experience or education/training

- Knowledge of office equipment (including, fax, photocopier, printer) and computer literacy including specific knowledge of the Microsoft Office suite
- Excellent organizational skills to preform assigned tasks with minimum supervision to prioritize tasks and meet requires deadlines
- Ability to work effectively in a team environment
- An understanding of the importance of maintaining privacy and confidentiality
- Excellent people and problem-solving skills to assist staff and clients both by phone and in person
- Excellent documentation skills
- Ability to work within an anti-racist, anti-oppression framework
- Valid Standard First Aid and CPR/AED preferred
- English/ French bilingual preferred
- Satisfactory Vulnerable Sector Police Records Check
- Must be qualified to work in Canada

***Note:** All LOFT employees are required to be fully COVID-19 vaccinated as a condition of hire in accordance with LOFT's Vaccination Policy. A satisfactory vulnerable sector check (VSC) is also required.*

SPECIFIC RESPONSIBILITIES:

- Reception for main office and phone line
- Maintain work station as well of kitchen space and other used spaces in the office
- Input applications and assessments into client databases
- Complete file audits
- Handle mail, faxes, photocopying, filing, couriers and meeting room setup
- Prepare new client packages
- Assist with the RISE program
- Collaborate with Case Managers to assess client needs
- Advocate on behalf of clients
- Coordination and facilitation of groups
- Works collaboratively and professionally with other service providers
- Assist clients with interpersonal skills, self-reliance, community building and other skills as required
- Keeps up-to-date records of client interactions, in accordance with agency policies and guidelines
- Maintains the privacy and confidentiality of all client information according to agency policy
- Actively participates in regular supervision and team meetings
- Other duties as assigned by the Program Manager

TO APPLY: Send resume with cover letter to Human Resources, **Email:** hr@loftcs.org

LOFT Community Services is committed to fostering an inclusive and accessible environment and dedicated to building a workforce that reflects the diversity of the community in which we live and serve. LOFT is committed to making employment opportunities accessible in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. Requested accommodation will be provided in all parts of the application and hiring process by contacting hr@loftcs.org or (416) 979-1994.

We welcome and encourage people from equity-deserving communities and intersecting identities to apply for this position.

PLEASE INCLUDE: "PROGRAM ASSISTANT – RAILSIDE HUB" in the subject line of any emails.

CLOSING DATE: October 7th, 2022