

**Job Description
PROGRAM ASSISTANT (EFP, LA, MI)**

Position title:	Program Assistant
Reports to:	Director of Operations
Department:	County Team
Location:	Lakefield service office
Employment group:	Class F

Job Purpose/Summary:

The Program Assistant supports the Exercise and Wellness Team and the Lakefield and Millbrook Community Development Coordinators by assisting with the data entry and scheduling of community support services. This position may also support the Lakefield service office with additional office administration duties. The Program Assistant contributes to the mission of the organization by providing accurate and timely data entry that supports the delivery of quality community support services in support of the health and well-being of clients and their caregivers.

Primary Duties and Responsibilities:

Database administration

- Collect, collate and input monthly statistical data and maintain accurate records in the database.
- Ensure accurate and timely information is entered into the database in accordance with organizational policies and the relevant legislation.
- Enter program visits in client and volunteer files.
- Run reports in database to identify and correct statistical data entry errors.
- Review waiting lists for accuracy in consultation with Community Development Coordinators.
- Start/update client files of new Exercise and Falls Prevention clients for attendance tracking.
- Scan and upload documents to the Attachments section of client and volunteer/brokered helper files.
- Discharge client files as requested.
- Collate Lakefield Volunteer Transportation report forms and Brokered Helper reports alphabetically to be archived at the Administration Office.
- Generate database reports as requested.
- Uphold Agency confidentiality policies.

Program Support

- Receive service requests in a polite, courteous, empathetic, and patient manner.
- Assist with the scheduling of volunteers to support the identified needs of the client.
- Assist with the annual volunteer appreciation event(s).
- Liaise with the Community Development Coordinators and Supervisor of Wellness and Exercise to respond to client or volunteer issues in a timely manner.
- Participate in agency fundraising activities.
- Assist with agency projects as identified by the Director of Operations.
- Comply with Occupational Health and Safety and other related legislation.

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Office Administration

- Provide receipts and accept payments for Meals on Wheels and Medical Equipment Rentals as well as donations.
- Provide coverage which includes all duties as required when Receptionist is absent.
- Provide administrative support to other team members as appropriate.
- Attend and participate in meetings as required.
- Liaise with volunteers and staff within the agency.
- Evaluate materials and offer ideas for improvements.
- Assist with agency projects as identified by the Director of Operations.
- Complete general administrative functions and tasks, within timelines

Working Conditions:

- Work in a climate-controlled office environment.
- Work with high frequency of interruptions both in-person and by telephone.
- Active listening and mental attentiveness in dealing with staff, client, volunteer, and public inquiries.
- Perform complex sequences requiring strong mental acuity.
- Infrequent travel may be required during all seasons.
- Occasional light to moderate lifting of supplies and materials.
- May be required to work some evenings and weekends.

Key Competencies:

Core Organizational Competencies

- **Respect:** fosters trust, empathy, and compassion, both for those served and for volunteers and team members.
- **Accessibility:** seeks to remove barriers and be open, responsive, and inclusive in every aspect of the workplace.
- **Collaboration:** develops partnerships or links with others whenever possible to facilitate connections and focus on solutions.
- **Leadership:** innovative and resourceful, positively influences others to achieve results that are in the best interest of our organization.
- **Empathetic Outlook:** perceives the feelings and attitudes of others; place's oneself "in the shoes" of another and views a situation from their perspective.

Level-Based Competencies

- **Relationships:** establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Initiative:** Demonstrates commitment to CCP's mission, vision, and goals. Displays energy and enthusiasm in approaching the job. Maintains high level of productivity and follows direction.
- **Teamwork:** works cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Communication:** speaks, listens, and writes in a clear, thorough, and timely manner, using appropriate and effective communication tools and techniques.
- **Attention to Detail:** pays attention to details ensures work is error-free and complete.

Position-Based Competencies

- **Adaptability:** demonstrates flexibility with respect to changing work environments, priorities, and organizational needs. Is open to new ways of doing things.

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- **Solve Problems:** assesses problems, generates possible solutions, and makes recommendations to the supervisor and/or resolves the problem.
- **Organized:** delivers on priorities, manages own time, adheres to a work schedule, reports on progress towards goals, and tracks details, data, information, and/or activities.
- **Volunteer Relations:** Engages volunteers and brokered helpers in an inclusive way, communicates appropriately, and uses tact and diplomacy.

Qualifications:

Education

- Post-secondary diploma or certificate in healthcare office administration, business administration, volunteer management, social services work, gerontology, or related field, or an equivalent combination of work experience and education.

Experience

- Minimum 1 year of related work experience, preferably in the community support services sector.
- AlayaCare experience is an asset.

Professional Designations and/or Licenses

- Valid Ontario class G driver's license with reliable vehicle.

Knowledge, Skills, and Abilities

- Advanced computer proficiency in: Microsoft 365 (specifically Excel, Outlook, and Word) and internet browser applications.
- Experience with client databases, such as AlayaCare.
- Ability to be flexible and adaptable.
- Fundraising and promotion activity knowledge and experience.
- Experience working independently and as part of a team.
- Proven problem solving and conflict resolution ability.
- Experience handling sensitive and confidential information and matters in a trusted and responsible manner.
- Strong organizational, accuracy, and attention to detail ability.
- Excellent interpersonal and communication skills.
- Demonstrate ability to multi-task and set priorities, including early identification of issues/problems that may arise.
- Demonstrate continues effort to update skills.
- Knowledge and understanding of issues and dynamics within the geriatric population and adults with physical disabilities an asset.

Approved by:	Danielle Belair, Chief Executive Officer
Date approved:	Pending
Last reviewed date:	
Staff Signature & Date	