

Scarborough Centre for Healthy Communities (SCHC) is dedicated to providing accessible, equitable, and transformational health and social service choices for the well-being of Scarborough's diverse communities. We cultivate vital community services by promoting healthy lifestyles while delivering a comprehensive range of culturally competent health and social services programming. Our I2CARE values ensures that we, as a work community, treat all with, inclusivity, innovation, collaboration, accessibility respect and equity.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve.

We are currently looking to hire a:

Program Assistant

1 – Full Time, Contract Until March 2026 (35 hours/week)

Reporting To: Manager, Community Supports

The Integrated Housing Supports (IHS) program is a comprehensive and collaborative support service for residents who are vulnerable and have complex needs living within two Toronto Community Housing buildings, 4175 and 4205 Lawrence Avenue East in Scarborough.

Using a hub model of service, this position will be a part of the multi-disciplinary IHS team who will work collaboratively to ensure that skill enhancement and services are in place for residents to maintain their housing and to improve their physical as well as mental health and substance use challenges. Members of the team will also be responsible for liaising with local businesses, community partners, the onsite Community Safety Team and others to foster positive relationships between clients and their community.

Purpose:

The Program Assistant will act as the primary point of contact for the Community Safety Team. They will support both the Community Safety and IHS teams to respond in a timely manner to the concerns and incidents brought forth by community members and businesses. They will also support the IHS.

Key areas of responsibility:

1. Administrative

- Respond to program inquiries via email and phone and inform manager/team members of any necessary follow-up.
- Receiving telephone calls from the community and coordinating Community Safety Team response, as required.
- Conduct program audits as per SCHC policies.
- Support team members with administrative needs such as supply ordering, research, fact sheets and webpages.
- Support with data entry/navigation of/and troubleshooting online platforms such as EMR System (PS Suites) and Website.
- Gather and enter community experience surveys.

2. General

- Provide service delivery support for program.
- Adhere to all of the SCHC program policies and procedures.
- Promote the mission, vision and values of SCHC and the programs.
- Work as part of the team in developing and promoting the programs.

- Support the administrative work of the program, including active participation in committees, working groups, and meetings.
- Other duties as assigned.

Level of Experience/Education:

- Minimum 1-2 years of experience in program administration, Community Services, Mental Health and Addictions or healthcare in a community setting.

Skills and Attributes:

- Commitment to working from a health equity and anti-oppressive lens.
- Experience using administrative procedures.
- Experience working with communities that are dealing with issues related to violence, poverty, social isolation and exclusion.
- Ability to stay calm, focused and enjoy multitasking in a complex and demanding environment.
- Sensitivity to and awareness of cultural, racial and socio-economic diversity within the community.
- Strong organizational, and time management skills.
- Ability to work independently and part of a team.
- Strong writing and communication skills.
- Fluency in a second language is an asset.
- Proficiency in Microsoft Office Applications Such as; Words, Excel, and PowerPoint.

Significant Working Conditions:

- Willingness to work between multiple sites.
- Flexibility of hours – evenings and weekend work required.
- Comfortable working alone in the community with minimal supervision.
- Willingness to attend unit visits.
- Working in TCHC buildings.

Why SCHC:

- A strategic commitment to organizational health, ensuring our people and culture are well supported.
- 3 weeks paid vacation for full time positions to start, additional time with tenure.
- Continuous funded training opportunities.
- Health benefits including prescription drugs, dental, vision care, alternative therapies, life insurance, employee assistance program, disability insurance; benefit coverage for family and dependents available.
- Mileage expenses reimbursed at CRA recommended rate.
- HOOPP pension plan member.
- SEIU Union.
- A strategic commitment to Action on Equity to advance diversity, equity, inclusion and belonging utilizing an intersectional lens.

Remuneration: \$20.10 - \$23.14

Band: K

Please apply in confidence to HR by email: Recruitment@schcontario.ca

We would like to thank all applicants; only those invited to interviews will be contacted.



Note: Please quote **A-PA** in the subject line.

If you require any accommodation, please advise Human Resources. As a condition of employment all new hires must be legal to work in Canada. You will also be required to undertake a Vulnerable Sector Screening with Police Services.

SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+

SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. SCHC will provide accommodations to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.

www.schcontario.ca.

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