



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:

**Social Support Assistant - Intake  
1 – Full Time, Permanent (35 hours per week)**

**Reporting To:** Manager, Community Supports

**Purpose:**

The Social Support Assistant will act as an entry point to accessing LEPP- The Lawrence East Partnership Program which is a comprehensive and collaborative support service for residents who are vulnerable and have complex needs living in two Toronto Community Housing buildings, 4175 and 4205 Lawrence Avenue East in Scarborough. They will assist the Manager of Community Services and other team members with program intake as well as the daily administration and support need.

**Key Areas of Responsibility:**

**Administrative**

- Respond to program inquiries via email and phone and inform manager/team members of
- any necessary follow-up.
- Conduct program audits as per SCHC policies.
- Support team members with administrative needs such as supply ordering, research, fact
- sheets and webpages.
- Assist team members with data entry and troubleshooting with the EMR system (PS
- Suites).
- Gather and enter client experience surveys.
- Intake Services
- Respond to program inquiries.
- Connect clients and potential clients to appropriate programs and services.
- Complete client intake.
- Navigate online platforms.

**General**

- Provide service delivery support to Social Support Programs.
- Adhere to all of the SCHC program policies and procedures.
- Promote the mission, vision, and values of SCHC and the program.
- Work as part of the team in developing and promoting the program.
- Support the administrative work of the program, including active participation in committees, work groups, and meetings.
- Other duties as assigned.

**Skills and Attributes:**

- 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 Words, Excel, and PowerPoint. Asset: PS Suites

**Educational and/or Professional Qualifications:**

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

**Significant Working Conditions:**

- Must handle multiple demands effectively.
- Engaging with numerous stakeholders.
- Worksite is located within Toronto Community Housing residential buildings.
- Working with clients with mental health and addictions challenges
- Subject to a Police Reference Check.

**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 advance diversity, equity, inclusion and belonging utilizing an intersectional lens.

**Please note:** All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

**Please apply in confidence to HR**

By email: [Recruitment@schcontario.ca](mailto:Recruitment@schcontario.ca)

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

**Note: Please quote SSA-CSS-FT in the subject line.**

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+. Please note that all qualified candidates, eligible to be employed in Canada, are encouraged to apply.

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. 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.

For more information about our programs and services, please visit our website at [www.schcontario.ca](http://www.schcontario.ca)

**Find us on Social Media: [Facebook](#) – [Twitter](#) - [Linked In](#) – [You Tube](#)**