



## JOB POSTING

### Program Assistant, Community Services

Full Time, Permanent

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Better Living Health and Community Services has an opening for the position of Program Assistant, Community Services. This position is responsible for the administrative tasks for Client service delivery for the Home Maintenance and Transportation programs.

#### The Successful Candidate for this Position Must Possess the Following Qualifications:

- Completion of a 2 year Post-Secondary Education in Social Services, Gerontology or a related field
- A minimum of 1 year experience working in a home and community care office setting and/or comparable experience
- Excellent computer skills, including proficiency with Microsoft Office and the ability to become familiar with organization-specific programs and software.
- Strong verbal and written communication skills
- Excellent customer service skills
- Organized self-starter with demonstrated ability to initiate and prioritize a daily workload
- Ability to work independently and in a group setting
- Working knowledge of AlayaCare, Trapeze, DriversMate, Easy care, and Microsoft Office is an asset
- Successful completion of a Vulnerable Sector Screening within one month of employment

#### The Successful Candidate for this Position Must be able to:

- Conduct Client intake via telephone inquiries, walk-in and online referrals for Home Maintenance Services
- Organize and prioritize daily service delivery tasks, including; program assessment, program orientation and first visit placement checks for Transportation and Home Maintenance Services
- Create and update Client records in AlayaCare, Trapeze and Easycare
- Assist with database management and carry out Client end of service activities
- Arrange program correspondence, send out client information packages, facilitate seasonal mail outs to Clients, develop and distribute bimonthly Group Ride calendar
- Provide coverage support as required to Transportation, Home Maintenance and Meals on Wheels
- Contribute to the implementation of department outreach initiatives
- Perform other duties when required including, but not limited to: Attend agency staff meetings, provide members of the department assistance with other functions as required
- Provide services in keeping with Better Living Health and Community Services' *Mission, Vision and Beliefs* and *Client Declaration of Values*
- Adhere to the principles and expectations outlined in the *Code of Conduct*

**SALARY:** \$18.10/hour

**Please email or fax your cover letter and resume by 5:00pm August 2, 2019 with attention to:** Human Resources

**E-mail:** [hr@betterlivinghealth.org](mailto:hr@betterlivinghealth.org)

**Fax:** 416-510-1104

Please quote ***“Program Assistant, Community Services”*** on the cover letter and e-mail subject line.

Better Living is an equal opportunity employer and is in accordance with the Ontario Human Rights Code, Employment Standards Act and Accessibility for Ontarians with Disabilities Act. Applicants need to make their request for accommodation known when contacted. Thank you to all who express interest in this position and we welcome all resumes. However, only those granted an interview will be contacted. **No phone calls, please. Thank you.**