

Internal Job Posting

Catalyst, Program Support

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families, and groups in the community to gain greater control over their lives and community.

This catalyst, Program Support (Older Adult Centre, OAC) position provides program and administrative support and is embedded in the Operations Team and reports to the Director of Operations.

West Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, people with disabilities, women and people of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

Responsibilities:

- Provide support for programs and service delivery, with particular emphasis on the Older Adult Centre (OAC).
- Assist in processing monthly invoices for program participant fees and funding partners.
- Process travel time reimbursements and sick time calculations for staff, and process payment requests and received purchase orders through Sparkrock 365.
- Aid in collecting, distributing, and maintaining equipment for staff, students, and volunteers.
- Offer backup and assistance to the Program Supports Lead and Operations Administrator during their absence.
- Deliver support to Older Adult Centre programs, including participating in a rotation schedule for weekend and evening coverage as required by Home Support & Assisted Living schedules.
- Support the Enhanced Community Supports for Alternate Level of Care Patients and Home Support Programs through data entry and scheduling tasks.
- Participate actively as a team member within the Operations, Home Support, and Assisted Living teams, engaging in cross-program initiatives, committees, house-wide events, and joint projects with internal and external partners.
- Provide support as needed to the Director of Operations and OAC Unit Director.
- Perform additional related administrative responsibilities and other duties as assigned.
- Support training initiatives for Personal Support Workers on Microsoft Applications and AlayaCare, enhancing team capabilities and program effectiveness.

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Qualifications:

- Diploma or equivalent training in Business Administration.
- Minimum 3 years' experience performing general office clerical duties, including collecting and processing payments.
- Knowledge or willingness to be trained about the programs, services, activities and internal processes of the House, and of its staff to support the work of program teams.
- Knowledge of available supports in place in the event of emergencies.
- Computer literacy sufficient and fluency in Microsoft 365, including intermediate Excel, to produce a variety of materials.
- Working knowledge of Sparkrock 365 & AlayaCare or willingness to be trained.
- Good bilingual interpersonal, verbal, and cross-cultural communication skills, tact, and diplomacy, with the ability to work collegially with a variety of staff at a busy location.
- Ability to use schedule management software to schedule events and staff.
- Ability to work evenings and weekends regularly.
- **Proficiency in a second language relevant to our local downtown west community is required**

Status:	Full Time Permanent (CUPE Local 3393 Bargaining Unit Position)
Start Date:	August 1, 2025
Hours:	35 hours per week (including weekends)
Rate:	\$25.77 per hour (4 weeks' vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Unit:	Administration
Immediate Supervisor:	Director, Operations
Posting Date:	July 14, 2025
Closing Date:	July 21, 2025

Please send your resume and cover letter clearly indicating "Catalyst, Program Support" by 5:00 pm on the closing date to:

Hiring Committee
normafr@westnh.org