

### 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 (OAC) position provides administrative, program and reception backup support in both English and Portuguese and/or another language relevant to the community.

**West Neighbourhood House is actively seeking applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons 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 supports to programs and service delivery as needed, particularly the Older Adult Centre (OAC).
- Assist with processing monthly invoices for program participants.
- Assist in collecting, handing out and maintaining equipment for staff, students and or volunteers.
- Assist with training of Personal Support Workers on Microsoft Applications and AlayaCare.
- Support the Program Supports Lead and Operations Administrator with administrative tasks and provide backup during their absence.
- Provide support to Older Adult Centre programs including weekends and evenings coverage rotation as per Home Support & Assisted Living schedule.
- Support the Home Support Programs with data entry and scheduling.
- Provide back up support in other areas of the House including reception by receiving and welcoming all in-person visitors, participants, members of the public as well as answering telephone calls on a multi-line phone system, appropriate staff member or program area; processing incoming mail or courier deliveries and preparing out-going mail for dispatch; receiving and recording monies such as program fees and occasional donations.
- Participate as a team member of the Operations and the Home Support & Assisted Living teams, engaging in cross program working groups, House committees, House-wide events, joint initiatives between House programs and partners.
- Provide support to Director of Operations and OAC Unit Director as needed.
- Provide other related programs and administrative assistance and or other duties as required.

## Internal Job Posting

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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 and training to handle difficult individuals in a non-threatening manner.
- Knowledge of available supports in place in the event of emergencies.
- Knowledge and or training on the AlayaCare client management system and or similar client management database.
- 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.
- Availability to work evenings and weekends regularly (average one weekend per month).
- Proficiency in a second language relevant to our local downtown west community is an asset.

<b>Status:</b>	1 Year Contract full-time (CUPE Local 3393 Bargaining Unit Position)
<b>Start Date:</b>	September 2024
<b>Hours:</b>	28 hours per week (including weekends)
<b>Rate:</b>	\$25.77 per hour
<b>Unit:</b>	Administration/OAC
<b>Immediate Supervisor:</b>	Director, Operations
<b>Posting Date:</b>	August 22, 2024
<b>Closing Date:</b>	August 29, 2024

**Please submit your cover letter and resume clearly indicating “Catalyst, Program Support” by 5:00 p.m. on the closing date to:**

Hiring Committee  
[hiringcommittee@westnh.org](mailto:hiringcommittee@westnh.org)