



3250 Schmon Parkway, Unit 1B  
Thorold, Ontario L2V 4Y6  
1 (888) 514-1370

Posted: October 17, 2024  
Closed: November 16, 2024

## INTERNAL/EXTERNAL JOB POSTING

### Program Assistant

**OFFICE LOCATION:** IDHC has a virtual work environment with a Head Office in Thorold. The successful candidate may work anywhere in Ontario providing they are able to attend in-person meetings and events in community and at head office as required.

**START DATE:** ASAP

**HOURS:** 8:30 a.m. – 4:30 p.m. Part-Time (20-hours a week)

*IDHC is committed to providing and promoting a healthy lifestyle with a focus on the prevention and awareness of diabetes issues. IDHC will make every effort to recruit Indigenous candidates for all available positions. In addition to academic qualifications and professional background.*

**Reports to:** Director of Programs

**Department:** Client Services and Knowledge Program

**Team:** Programs

#### **Compensation & Benefits:**

- Salary Range: \$21,000 – \$24,000
- Two-week holiday closure (Christmas Break), and 5 additional gifted holidays paid
- Promotion of work-life balance and support through Employee Assistance Program, and Elder/Practitioner sessions, as needed.
- Two annual staff retreats – traditional food, ceremony, staff acknowledgements, teaching's/sharing's, and more.

#### **Primary Objective:**

Reporting to the Director of Programs, the Program Assistant will be responsible to carry out all administrative duties to support programs delivered by the Client Services and the Knowledge team. The assistant will have a key role in organizing event logistics, developing newsletters, and maintaining program calendars. The Program Assistant will contribute valuable skills to meeting preparation and follow up, and the organization and storage of digital information. This work will be carried out remotely, at IDHC's Head Office, as well as at offsite events and clinics. The Program Assistant will also support new and ongoing projects as needed.



**Key Responsibilities:**

**Administration and Support**

- Performs administrative duties such as receiving and relaying messages and filing
- Processes, registers and updates service providers' files
- Maintains and updates the service directories
- Completes monthly data and quarterly activity reports
- Attends Knowledge and Client Services team meetings (annual event, resource committee etc.)
- Assist with quarterly staff meetings
- Supports with meeting schedules, minute taking and follow-up

**Newsletter and Annual Planning Calendar**

- Coordinate content submission for the monthly newsletter from staff; liaise with Operations department to verify and proofread
- Provides lead times and communications messaging updates for webpage, Facebook and online calendar with relevant information regarding upcoming scheduled events
- Develop and maintain the program calendar with Client Services and Knowledge teams.

**Education Outreach (annual, multi-level and clinics)**

- Supports in the coordination of the IDHC annual event and multi-level service events
- Collaborates with key staff in planning for upcoming events and clinics
- Ensures all appropriate equipment, displays and resources are available at events by coordinating with shipping and receiving.
- Provides related travel logistics for service providers and personnel, such as booking hotels, flights, and caterers
- Organizes registration of participants, prepare programs and promotional material, and publicize events
- Must be able to travel. Some evening/weekend events work may be required

**Data Entry and Electronic Filing**

- Support data entry into the Electronic Medical Records (EMR) system, as requested.
- Lead the organization of an electronic filing system, within share point.

**General Responsibilities**

- Identifies and participates in relevant training in order to effectively perform duties
- Attends staff meetings
- Performs other duties and responsibilities designated by the Director of Programs

**Public Relations**

- Ensures that the IDHC's public communications related to the Client Services and Knowledge program are correct, professional and follows the IDHC branding style and AODA guidelines.
- Responsible to model and reflect a healthy and positive attitude when interacting with community and staff



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### **Standards of Performance**

- Supports and works toward the IDHC's overall mission while respecting IDHC's values
- Adheres to all policies and procedures
- Maintains IDHC's Code of Confidentiality
- Works collaboratively with others as a team member and address conflicts in a positive and constructive manner

### **Qualifications:**

#### ***Education***

- College diploma in business administration, or equivalent experience.

#### ***Experience***

- Minimum of 2 years in similar position.
- Experience working with Indigenous communities and/or organizations.

#### ***Professional Designations and/or Licenses***

- Cultural Safety certification required through San'yas Indigenous Cultural Safety Training or another recognized program
- Valid Ontario Driver's License

### ***Knowledge, Skills and Abilities***

- Detail oriented with a high degree of accuracy
- Excellent communication skills, both written and verbal
- Calm working while under pressure with tight deadlines and skilled at resourceful problem solving
- Advanced knowledge of Microsoft (Office 365, Word, Excel, and PowerPoint)
- Proven leadership, teamwork and problem-solving skills
- Must be able to work independently and as part of a team composed of multidisciplinary individuals
- Ability to manage multiple projects, priorities and deadlines
- Able to work evenings and weekends as required
- Must be able to lift and transport large boxes and resources (up to 50 lbs.)
- Knowledge of, or background in, Indigenous communities, culture, organizations, Indigenous health and diabetes is an asset

### **Working Conditions:**

This work will be carried out in a safe and suitable office environment open to mid- to high-level computer use, frequent contact by email, phone and in person. Provide support to several team members working, each working to overlapping deadlines. This role may involve some decision making.

### **Working Hours:**

Office hours are Monday-Friday, 8:30 am – 4:30 pm. Part-Time Position.



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**Travel:**

Travel may be required for evening or weekend events and overnight(s) to attend meetings outside of the office.

**How to Apply:** Please submit your cover letter, resume, and references no later than noon on **November 16, 2024** via email to IDHC Human Resource Manager [officemanager@idhc.life](mailto:officemanager@idhc.life).

*In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, IDHC will provide accommodation in all parts of the hiring process.*

*Applicants need to make their needs known in advance to [officemanager@idhc.life](mailto:officemanager@idhc.life).*

*Following the completion of the initial interview screening process, candidates who are selected for an interview shall be contacted by telephone or email to confirm their attendance at an interview. No notice need be given to the candidates who were not selected for an interview.*