



JOB POSTING

Position: CSS Program Assistant

Term: Permanent Full Time

Schedule: Mon-Fri, 08:30 - 16:30

salary: \$44,699.00 to \$55,081.00

Location: Aline-Chrétien Health Hub 2225 Mer-Bleue Rd, Orleans

✨ *Become an essential member of the EORC team!* ✨

Are you ready to have a positive impact on the lives of seniors and people with different levels of cognitive or physical impairment by helping them stay in their homes for as long as they choose? We are looking for a reliable and detail-oriented individual to join our Community Support Services (CSS) team as Program Assistant. If you thrive in a collaborative environment and enjoy contributing to a larger purpose, this is the perfect opportunity for you.

NATURE OF THE WORK

As CSS Program Assistant, you will be a key support figure in the day-to-day operations of community support services. Your responsibilities will encompass a diverse range of tasks, including managing and organizing administrative processes, handling phone calls and correspondence, and maintaining accurate records. You will be at the forefront of facilitating effective communication within the team, liaising with both internal teams and external stakeholders. Your dedication and attention to detail will directly impact our ability to serve seniors and individuals with diverse needs, enabling them to age in place comfortably.

RESPONSABILITIES

- Greet, welcome, and direct clients, visitors, and volunteers.
- Provide general information about resources and services.
- Respond to inquiries via phone, email, or service platforms, directing requests to appropriate resources.
- Schedule appointments, manage email accounts, and update client information.
- Manage program materials and contribute to social/print media production.
- Order and distribute program and office supplies and maintain inventory.
- Handle incoming mail and deliveries.

- Assist in room and resource bookings.
- Process receipts and invoices.
- Support new staff orientation, provide training and support.
- Act as a technical resource, set up audio/visual equipment for events.
- Ensure annual review of service procedures.
- Participate in team meetings and centre-wide activities.

WHAT WE WOULD LIKE TO FIND IN YOU

- College diploma in secretarial and / or administration or relevant experience.
- Knowledge of social and health services and community resources.
- Strong multitasking and prioritization skills.
- Excellent problem-solving abilities and initiative.
- Ability to display non-judgment, compassion, and calm.
- Proficiency in MS Office and Client information Management Systems.
- Knowledge of issues and needs of seniors and persons with disabilities.
- Excellent communication skills.
- Fluency in oral and written communication skills in English and French; skills in a third language desirable. **French language skill is mandatory.**

WHAT YOU WILL LIKE ABOUT US

- Atmosphere that promotes collaboration, exchanges, and inclusion.
- Access to free parking
- Modern work environment with well-designed workspaces.
- Abundant green spaces and beautiful gardens at your fingertips.
- Located in the heart of Orléans, the establishment offers quick access to a variety of amenities, shops, and restaurants.

TO APPLY

You have until **October 20, 2024**, to send to HR-RH@eorc-creo.ca :

- Your CV
- A cover letter.

EORC remains committed to fostering a diverse, equitable, and inclusive environment where all individuals, regardless of race, ethnicity, gender, age, sexual orientation, religion, ability, or socioeconomic background, feel valued and respected. We believe that diversity strengthens our organization and is paramount to fulfill our mission of supporting and empowering individuals in need living in the Ottawa-East Region. We are dedicated to providing equal opportunities to all qualified applicants and invite individuals of all backgrounds, experiences, and perspectives to apply for this position.