

Scarborough Centre for Healthy Communities (SCHC) is dedicated to meeting the diverse, holistic health needs of the people of Scarborough by addressing the physical, mental, social, financial and environmental aspects of their health. Through the promotion of healthy lifestyles and delivery of a comprehensive range of culturally competent health and social services, we cultivate vital and connected communities.

We are currently looking to hire a:

**CSS Intake and Program Support Assistant**  
(6 month contract – 35 hours per week)

**Reporting To:** *Manager, Community Supports*

**Purpose:** The CSS Intake and Program Support Assistant will act as an entry point to accessing numerous CSS programs and services within SCHC, particularly the Lawrence East Partnership Program (LEPP) and the Assisted Living Support Program (AL), which support tenants within two specific Toronto Community Housing buildings. (S)he will assist the Manager of Community Supports and other team members with program intake as well as the daily administration and support needs of the aforementioned programs.

**Key areas of responsibility:**

**1. Administrative**

- Respond to program inquiries via email and phone and inform manager of any necessary follow-up
- Conduct program audits as per SCHC policies related to IPAC
- Support team members with administrative needs such as supply ordering, the creation and maintenance of forms, program brochures, fact sheets and webpages.
- Assist team members with data entry and troubleshooting with the EMR system (PS Suites)
- Gather and enter client experience surveys
- Provide support to LEPP and AL team members while they deliver and/or host programming and events i.e. supply ordering, administrative assistance etc.

**2. Intake Services**

- Respond to program inquiries related to CSS, LEPP and AL
- Connect clients and potential clients to appropriate SCHC programs and services
- Conduct screening according to program criteria to determine appropriateness for LEPP/AL program enrollment
- Complete client intake
- Navigate SCHC EMR—act as super user for team and organization
- Schedule follow-up appointments with appropriate team members

**3. Volunteers**

- Support teams with assessing suitability of potential volunteers for front-line service based on programming needs
- Liaise with SCHC Volunteer Coordinator on behalf of team as needed to place volunteers

#### 4. General

- Support LEPP staff with delivery of their programs i.e. copying, registration etc.
- Adhere to all of the SCHC program policies and procedures
- Promote the mission, vision and values of SCHC and the program
- Work as part of the team in developing and promoting the program
- Support the administrative work of the program, including active participation in committees, work groups, and meetings
- Other duties as assigned

#### Level of Experience/Education

Minimum 1-3 years of experience in program administration, Community Services, Mental Health and Addictions or healthcare in a community setting

#### Skills and Attributes

- Experience using administrative procedures
- Experience working with communities that are dealing with issues related to violence, poverty, social isolation and exclusion
- Ability to stay calm, focused and enjoy multitasking in a complex and demanding environment
- Sensitivity to and awareness of cultural, racial and socio-economic diversity within the community
- Strong organizational, and time management skills
- Ability to work independently and part of a team
- Strong writing and communication skills
- Fluency in a second language is an asset
- Proficiency in Microsoft Words, Excel, and Power Point

#### Significant Working Conditions

- Must handle multiple demands effectively.
- Engaging with numerous stakeholders
- Worksite is located within Toronto Community Housing residential buildings
- Flexibility of hours and location
- Subject to a Police Reference Check

**Remuneration:** \$18.58-21.38

**Band:** K

**Please note:** All other conditions of employment are set out in the collective agreement between SCHC and SEIU.

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**Please reply in confidence to HR:**

By email: [hr@schcontario.ca](mailto:hr@schcontario.ca)

**Note:** Please quote *CSS Intake and Program Support* in the subject line.



**Deadline:** *Candidates are welcome to apply until filled.  
We would like to thank all applicants; only those invited to interviews will be contacted.*

SCHC values equity, inclusion and accessibility. We welcome those who have a demonstrated commitment to upholding these values and who will assist us to expand our capacity for diversity in the broadest sense. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, newcomers, persons with disabilities, and those who identify as women and/or LGBTQ2S+

In accordance with the Ministry of Health Directive #6, SCHC has implemented a COVID-19 Immunization Policy requiring all staff to either present proof of full vaccination against COVID-19, or undergo rapid antigen testing twice per week. To view our full COVID-19 Immunization Policy please visit [www.schcontario.ca](http://www.schcontario.ca) and reference the COVID-19 Update section.

Please note that all qualified candidates, eligible to be employed in Canada, are encouraged to apply.

As an employer, we strive for excellence as a workplace and are committed to building a workforce that enhances our capacity to meet the needs of the diverse communities we serve. SCHC is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, suppliers and any visitors who may enter our premises, access our information or use our services. We respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005, and its associated regulations.

[www.schcontario.ca](http://www.schcontario.ca).

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