



LIFE AFTER FIFTY
635 McEwan
Windsor, Ontario N9B 2E9

JOB DESCRIPTION – PROGRAM ASSISTANT

Position: Program Assistant

Status: Contract Part-time (28 hrs/week)

Reports to: TBD

Position Summary

Program Responsibilities

1. Work with Program team of staff, volunteers and service providers.
2. Foster and maintain positive interactions with members and clients.
3. Assist with the making of calls to Telephone Assurance clients
4. Provide client tours of the centre, as needed.
5. Assist with the delivery of telephone-based and Zoom programs.
6. Assist with program set-up and take down (when open to onsite programs)
7. Work within budgetary and service level guidelines as assigned by the Director of Programs and Services.

Administrative Responsibilities

1. Participate in regular programming meetings
2. Assist with program evaluation, data collection and entry. (Training provided)

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3. Attend meetings as required.
4. Reception coverage, as required.
5. Set-up and take down of programs, as required.
6. Maintain client confidentiality and adhere to privacy procedures.

Health and Safety Responsibilities

1. Attend health and safety training as required.
2. Completion of COVID-19 screening prior to each working shift.
3. Adherence to Infection Prevention and Control (IPAC) procedures including cleaning procedures, as assigned.

Qualifications

- Post-secondary degree or diploma in a related field.
- Demonstrated experience working with older adults
- Accuracy in data entry is required.
- Ability to converse in English, over the phone, in a clear and understandable manner. Ability to speak languages aside from English considered an asset.
- Ability to use a multi-line phone.
- Experience using client management databases is considered an asset.
- Excellent verbal and written communication skills
- Proficient in Microsoft Suite programs, especially Outlook, Word and Excel.
- Ability to use Canva considered an asset.
- Vulnerable Sector police clearance required
- Physically able to bend, stretch, push, pull, and lift equipment for programming set-up as required