



## POSITION DESCRIPTION

**POSITION TITLE:** Program Support Assistant

**RESPONSIBLE TO:** Chief Operating Officer

### GENERAL ACCOUNTABILITES:

*The Program Support Assistant serves as a champion of the Compass Community Health Vision and Mission, through the Pathways to Education program, in a fully integrated participant experience and promotes an environment that is consistent with the Health Centre's Statement of Values and Principles. The Program Support Assistant efficiently and effectively provides on-site programming support to ensure programs successfully achieve participant and program goals.*

### SUMMARY OF FUNCTIONS:

The Program Support Assistant will support an integrated student experience within the Pathways to Education Program by ensuring that Pathways youth participants and adult volunteers have a safe and suitable programming environment. The Program Support Assistant will ensure access to program spaces for staff, volunteers and participants and will provide logistical and administrative support for program implementation.

### SPECIFIC DUTIES:

- Setup, takedown, tidying and cleaning of rooms at program locations (as required).
- On-site safety and security checks.
- Oversee the sign-in and sign-out process for participant and volunteer attendance at programming.
- Establish and maintain positive and supportive relationships with adult volunteers, program participants, and with Pathways staff in a team environment.
- Communicating with program staff about any issues that arise.
- Ensuring alignment with Health Centre's Policies regarding Occupational Health and Safety, and Privacy and Confidentiality.
- Additional clerical and administrative duties as necessary.

### QUALIFICATIONS:

- Minimum of Grade 12 high school completed; preference will be given to candidates with some post-secondary education
- Familiarity with neighbourhoods of Hamilton's North End
- Problem solving, time management, good people skills and knowledge of diversity and equity issues
- Data entry and administrative skills, including databases
- Understanding of the Pathways to Education Program
- Ability to fluently speak and write in English

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I understand the requirements, essential functions and duties of the position.

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Date

**Revised: August 2022**