



## Job description

**Position title:** Program Assistant, Wellness Centre ( 28 hrs/week)

**Reporting to:** Manager, Settlement Services

### Program Summary:

**The Wellness Centre for Newcomer Women of the East End (Wellness Centre)** will provide one to one supportive counseling, workshops and group sessions designed to meet the needs of the newcomer and refugee women. Services will be focused on individuals and families, and delivered primarily through a face-to-face format, through formal appointments and home/community visits, and group programming. Group programming will target youth and women.

### Position Summary:

The Program Assistant will support the program by participating in outreach and liaising with our program partners to schedule workshops, and keep clients, up to date on all group activities. The Program Assistant will maintain client files, book + confirm client appointments and ensure Wellness Centre clients are aware of all services and programs available to them at NEW.

## Duties and Responsibilities

- Maintain client files as per funder requirements;
- Work cooperatively with program partners to schedule workshops;
- Keep clients up to date on all program activities through outreach and registration;
- Make and confirm client appointments;
- Perform data entry tasks for the program;
- Maintain client confidentiality at all times;
- Technical support for computer, photocopier, phone lines, as needed;
- Provide front desk coverage, as needed

## Qualifications

- Minimum 1-year front-line experience in community-based work in one of the following areas: outreach, program support, reception;
- Ontario Secondary School Diploma or equivalent;
- Experience working with low-income, multi-racial, multi-lingual newcomer/ immigrant communities;
- Ability to speak a second language is an asset

This position is open to both internal and external candidates. This position is open to both internal and external candidates.

To apply, please send a cover letter and resume to: [human\\_resources@newcomerwomen.org](mailto:human_resources@newcomerwomen.org)

Applications will be accepted until 5 pm March 23, 2018.