

Title	Services & Program Secretary – APOJ
Position Type	Full-time, Permanent
Posting Date	August 29, 2022
Expiry Date	September 12, 2022
Type	Internal & External
About Us	Access Alliance Multicultural Health and Community Services (AAMHCS) is a Community Health Centre that is committed to and works to improve health outcomes for the most vulnerable immigrants, refugees, and their communities. We do this by facilitating access to services and addressing systemic inequities. The Centre envisions a future in which diverse individuals, families and communities can achieve health with dignity .
Make a difference	This is an exciting position for a person who is looking to have an impact in our operational systems to achieve maximum efficiencies while getting experience in a community setting in a team environment.
What you will do	The position will be based out of the Access Point on Jane (APOJ) location. Reporting to the Director, Community Programs, the Services & Programs Secretary will be responsible for providing key aspects of hub administration as well as community programs support. Working with an interdisciplinary team, the Secretary is committed to providing excellent customer service and maintaining cooperative working relationships in a team context in support of the agency's goals, vision and objectives.
Description	<ul style="list-style-type: none"> • Welcomes and provide a high-level customer service experience for Access Alliance clients on the telephone and in person. • Performs front and back office administrative tasks as per established protocols in support of: <ul style="list-style-type: none"> • Client Communications, Client Services, Primary Health Care, Settlement & Community Program Support, Records/Document Maintenance, Dashboards, Petty Cash administration • Responds to needs and issues of key stakeholders (partners, community members and clients, staff, volunteers and students) as directed • Maintain program resources, equipment and supplies management systems, as required • Problem solves around routine schedules and facilities related matters • Possible redeployment to support AA's COVID response • Other duties as required
What you need	<p>QUALIFICATIONS :</p> <ul style="list-style-type: none"> • College diploma in Office Administration or related field with combination of education and relevant work experience • Knowledge of community programs and experience working in a community health setting and/or community hub • Demonstrate behaviors consistent with values of Access Alliance • Excellent keyboarding skills and the ability to type at least 65 words per minute • Proficient in Outlook, Word, Excel, Desktop publishing, databases and social media • Excellent communication and organizational skills • Good understanding of barriers faced by newcomers and multi-racial, low income communities • High degree of initiative, judgment and problem solving abilities • Attention to detail, commitment to error free work • Ability to work independently with minimal supervision • Ability to working in a cultural competent manner with diverse communities • Have a strong work ethic with a can do attitude to continuous improvement



- Ability to work some evenings and Saturdays

Salary Range: \$35,168 - \$42,371

Hours: 35 hours/week

Duration: Full-Time, Permanent

Bargaining Unit Position: United Food and Commercial Workers, Local 175

Classification: Program Secretary

What next

With “**Services and Programs Secretary-APOJ**” in the subject heading, please send your **resume and cover letter by 5:00 pm September 12, 2022**

By jobs@accessalliance.ca or

By Regular Mail: Hiring Committee, Services and Programs Secretary

Access Alliance Multicultural Health and Community Services
340 College Street, Suite 500, Toronto, ON, M5T 3A9

We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position.

We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized and LGBTQ communities.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

Access Alliance encourages a scent-free environment. Employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. perfumes, lotions, hairspray, etc.) while at the Centre.