

<b>Title</b>	<b>Services &amp; Programs Secretary</b>
<b>Position Type</b>	<b>Full-time, Permanent</b>
<b>Posting Date</b>	<b>July 19, 2023</b>
<b>Expiry Date</b>	<b>Aug 2, 2023</b>
<b>Posting Type:</b>	<b>Internal &amp; External</b>
<b>Supervisor:</b>	<b>Director, Community Programs and Partnership Development</b>
<b>Location:</b>	<b>Toronto, Ontario - AccessPoint on Danforth (3079 Danforth Ave)</b>
<b>Short Description</b>	<p>Access Alliance Multicultural Health and Community Services (AAMHCS) is a Community Health Centre that aims to provide services and addresses system inequities to improve health outcomes for the most vulnerable immigrants, refugees, and their communities. The Centre envisions a future in which Toronto's diverse communities achieve <b>health with dignity</b>.</p> <p>The Services &amp; 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.</p>
<b>Detailed Description</b>	<p><b>RESPONSIBILITIES:</b></p> <ul style="list-style-type: none"> <li>• Perform front and back office administrative and program support</li> <li>• Responds to needs and issues of key stakeholders (anchor partners, community members and clients, staff, volunteers, students) as directed</li> <li>• Maintain program resources, equipment and supplies management systems</li> <li>• Handles and keeps track of petty cash and credit card usage</li> <li>• Processes invoices, ensuring quick submission to finance office; dealing with vendors as required; maintaining centralized vendors lists, licenses and permits</li> <li>• Manages key aspects of security systems including orientation of staff, security cards and keys, main contact for security company, arms and disarms system as required</li> <li>• Problem solves around routine facility related matters</li> <li>• Responsible for site specific occupational health and safety issues</li> <li>• Assist in the coordination and organizing of community events and meetings as directed</li> <li>• Maintain program administrative systems including room booking and reporting centralized food and supplies ordering inventory</li> <li>• Maintain program communications systems for the hub (health education displays, information boards, mailing lists, info screen, etc.</li> <li>• Support the maintenance of program data base and statistical records and prepare data reports as directed</li> <li>• Scheduled front desk shifts as well as provide relief reception as requested</li> <li>• Other duties as required.</li> </ul> <p><b>SKILLS AND QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>• College diploma in Office Administration or related field with combination of education and relevant work experience</li> <li>• Experience working in a community health setting and/or community hub</li> <li>• Excellent keyboarding skills and the ability to type at least 65 words per minute</li> <li>• Proficient in Outlook, Word, Excel, and Desktop publishing</li> <li>• Excellent communication skills, both written and verbal</li> <li>• Good understanding of barriers faced by newcomers and knowledgeable about community programs and services available to them</li> <li>• A second language reflective of the agency's client population is preferred</li> </ul>

**Toronto's Diverse communities achieve Health with Dignity**

- Excellent customer service and interpersonal skills
- Excellent organizational skills and demonstrated ability to multi-task and work under pressure in an ever-changing environment
- High degree of initiative, judgment and problem-solving abilities
- Ability to work independently with minimal supervision
- Ability to working in a culturally competent manner with diverse communities low-income, multi-racial and multi-lingual communities
- Ability to move partition walls and lift program materials as needed.
- Must be able to work some evenings and Saturdays

**Salary:** \$36,983 – 44,331/ Annual

**Hours:** 35 hours/week

**Duration:** Permanent

**Bargaining Unit position:** United Food and Commercial Workers, Local 175

**Classification:** Secretary

**Start Date:** Aug 2023

#### Application Method

With **“Services & Programs Secretary”** in the subject heading please send your resume and cover letter by Aug 2, 2023 at 5:00pm to:

by E-mail: [jobs@accessalliance.ca](mailto:jobs@accessalliance.ca)

by Regular Mail: **Hiring Committee, Services & Programs Secretary**  
Access Alliance Multicultural Health and Community Services  
340 College Street, Suite 500, Toronto, ON, M5T 3A9

#### **No phone calls please.**

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.