



## **Part-time Permanent Program Assistant, MHS**

### **Join Our Team**

Imagine being part of an organization that adds value to our community, cares about its staff, and creates a supportive workplace environment. Starling Community Services (formerly Lutherwood) is a progressive, not-for-profit health and social service organization that strengthens people's lives by providing mental health, employment, and housing services to more than 16,000 people annually in Waterloo Region and Wellington County.

We need great people like you to help us realize our mission and support communities where everyone experiences mental wellness, opportunities for employment, a place to call home, and a sense of belonging.

**There is one Part-time Contract Program Assistant, MHS position available starting on June 30, 2025, working 30 hours per week.**

### **Your Role:**

Acts as point of contact for client information systems. Provides a high level of customer service, and administrative support to Leadership. Triage program inquiries and information regarding services within Starling Community Services. Provides administrative support, onboarding, and training for staff and programs within the division. Works in alignment with the Agency's Commitment to equity to further create a sense of belonging at the Agency.

### **Tasks:**

#### **Team & Administrative Support:**

1. Provides technical and administrative support to other staff and clients utilizing a variety of information systems.
2. Operates as a mentor to staff members, offering support in maintaining data collection procedures through the utilization of various information systems such as EMHware, Teams/Office 365 and other technology.

3. Completes purchase orders and cheque requisitions, identifies missing approvals and takes corrective actions.
4. Collaborates with Program Assistants from across the division to develop and implement a variety of information systems and training guides.
5. Develops and maintains collaborative relationships with program team members and staff at allied community agencies.
6. Orders office and program supplies.
7. Processes incoming and outgoing mail and coordinates courier services.
8. Maintains systems related to the operation of programs and sites.
9. Serves as a liaison with maintenance and custodial staff to address the needs of sites.
10. Provides back up support for other Program Assistants.

**Data Management, Quality and Integrity:**

1. Enters confidential client information into a variety of information systems and databases and completes file audits to ensure content is complete.
2. Identifies and communicates data issues and makes recommendations for standardization and improvement.
3. Maintains and modifies a variety of information systems and training platforms.
4. Prepares and reviews data for trends and program targets for Leadership.

**Client Service:**

1. Reviews referral data to ensure program data requirements are complete, identifies missing information, coordinates the obtaining of missing information and when referrals are complete forwards referrals on to the next step.
2. Responds to difficult or challenging client behaviour using a variety of calming techniques such as de-escalation and safeTALK.
3. Acts as a communication liaison for programs within Starling Community Services.

**Your Talents and Experience:**

A college certificate or diploma in Office Administration and a minimum of two years administrative experience or equivalent education and experience combination. Advanced

knowledge and skill in Office 365, Teams and SharePoint. Must be able to adhere to a high standard of confidentiality with respect to client information. Experience working with a variety of information systems and training platforms. Strong communication, comprehension, and written skills are required. Ability to work independently with minimal direction. Ability to handle multiple tasks. Experience or knowledge of working in a children's mental health or social services environment is an asset. Fluency in multiple languages is an asset.

### **What's in it for you?**

- Rate of Pay: At Starling Community Services all salaries are categorized under a series of "bands" determined during our job evaluation process. When determining rate of pay for external hires, a candidate's past related experience will be taken into consideration along with where others with similar experience currently fall within the band.
- Note: most new team members will start between the starting salary and the mid-point of the range.
- **Job Band D (hourly wages): Min - \$22.88, Mid - \$23.64, Max - \$24.47**
- A positive work culture, inclusive workplace policies, and employee wellness initiatives.
- Enrollment in a defined pension plan with the Health Care of Ontario Pension Plan (HOOPP).
- Enrollment in our Modular Health and Dental Benefits plan with Sun Life.
- Access to our Employee and Family Assistance Program which provides free and confidential counselling, resources and services.
- Paid vacation (pro-rated to start date and hours for position; accumulated bi-weekly)
- 15 hours of personal time per year.
- Paid sick time (pro-rated to start date and hours for position; accumulated monthly) to a maximum of 300 hours.
- 11 paid holiday benefits per year plus a floater day.
- Discounted GRT passes through membership with Travel Wise.
- Employee Referral Incentive Program.

- Professional development and tuition reimbursement opportunities
- Staff appreciation events.

If you are community-focused and share our values and commitment to equity, we want you to grow with us. Please submit your application through BambooHR, in confidence, no later than 4 pm on **June 24, 2025**.

**This is an internal and external posting.**

We recognize that people come with a wealth of experience and talent beyond just the technical requirements of a job. If you don't have every single requirement and the exact level of experience listed in our description, but the skills and experience needed for the role still resonate with you, please consider applying. Diversity of experience and skills combined with passion is a key to innovation and quality; therefore, we encourage people from all backgrounds to apply to our positions. Please let us know if you require any support submitting your application or during the interview process by contacting Human Resources at [hr@starlingcs.ca](mailto:hr@starlingcs.ca) or by calling 519-707-1958 ext. 1247.

**Our Commitment to Equity:**

To better serve the diversity of our community, the agency is dedicated to creating an inclusive and equitable environment for both clients and staff, with particular attention to supporting BIPOC communities, 2SLGBTQIA+ individuals, and other historically marginalized and underrepresented groups. We understand that addressing systemic inequities is crucial to fulfilling our mission and promoting the well-being of the communities we serve.

Our equity strategy is guided by core principles that emphasize celebrating diversity, building strong partnerships, prioritizing client service, and recognizing equity is a shared responsibility.