

JOB DESCRIPTION

Position Title: Program Assistant	Locations: 180 - B Sandalwood Parkway East, Brampton
<p>Position Overview: Under the general guidance of the Manager, the incumbent will provide a range of high quality customer service to all visitors and clients, assist with administrative/clerical activities and assist in planning and delivering the school-aged childminding program.</p>	
<p>Responsibilities and Duties: <i>(but not limited to)</i></p> <ul style="list-style-type: none"> ▪ Provide general customer service over the phone and in person ▪ Refer clients to appropriate staff at the agency or to other agencies according to their needs and requirements ▪ Assist the Project Assistant and Settlement/Employment Counsellors with clerical duties ▪ Organize and update the LINC resource library ▪ Assist Language Instructors with organizing and updating classroom resources ▪ Provide a safe and positive environment for children on a daily basis, maintaining a client-centered approach ▪ Organize, plan and execute age-appropriate activities for school-aged children ▪ Ensure the childminding room is set-up appropriately and preparations for the day's session is complete prior to the children's arrival ▪ Provide snacks to children at break time ▪ Behave appropriately with the children, individually and in groups ▪ Respond sensitively to the cultural heritage, values and individual experiences of children ▪ Report all accidents or unusual incidents to the Manager ▪ Complete all tasks and responsibilities within assigned timelines ▪ Become familiar with agency programs, services, practices and staff ▪ Adhere to the mission, guiding principles and values of the organization ▪ Maintain confidentiality of clients, staff and peers ▪ Represent Indus in a professional manner at all times ▪ Arrive on time and be committed to the agency and the agreed upon contract dates and times ▪ Assist with all other duties as assigned 	
<p>Qualifications and Skills:</p> <ul style="list-style-type: none"> ▪ Applicants must be between the ages of 18 to 30 years (inclusive), currently enrolled in a post-secondary educational institution, on a full-time basis for the 2016/2017 academic year, returning to full time studies in the fall of 2017. <i>(proof will be required)</i> ▪ Is a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the Immigration and Refugee Protection Act ▪ Is legally entitled to work in Canada according to the relevant provincial/territorial legislation and regulations ▪ Preference will be given to students in Early Childhood Education, Bachelor of Education or related programs ▪ Experience working with children in similar settings, e.g. schools, camps, after school programs etc ▪ Enthusiastic and enjoy working with children ▪ Creative and able to help plan and implement age appropriate activities ▪ Successful applicants will be required to submit the following documents prior to the commencement of any employment duties: <ul style="list-style-type: none"> ▪ TB test and up-to-date immunization records ▪ Criminal Records Search & Vulnerable Screening - completed within the last 90 days ▪ Convey a friendly and professional attitude with visitors in person or by telephone ▪ Self-motivated, detail-oriented, proficient at meeting deadlines and comfortable working on multiple projects simultaneously ▪ Must have advanced good computer skills (MS Office) ▪ Must demonstrate flexibility and adaptability ▪ Able to work as a team with site staff, and sensitive to cultural, linguistic and religious diversity ▪ Must commit to full contract duration – dates and time 	

Note: This job description is intended as a guide to reflect the principal functions of the job. However, it is not an all-inclusive listing of the required job functions. Further, the job description is subject to change at the discretion of management.



Indus Community Services (Indus)

Approved By: Gurpreet S. Malhotra, CEO		Date Approved: January 6, 2017
Employee		
Name:	Signature:	Date: / /

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Reviewed: January 6, 2017