

## **Regent Park Community Health Centre**

We are a dynamic community-based health centre promoting social justice and health equity in the Regent Park neighbourhood and east downtown area of Toronto. We operate out of several locations and provide a wide variety of services including: primary health care, chiropody, physiotherapy, health promotion, social work, community health, immigrant and refugee services, housing assistance, harm reduction and homeless programs, Pathways to Education, infant and child development programs, parenting programs, youth outreach and employment services. We currently have the following opening on our Child, Youth, and Family Team:

### **Data Processing Assistant / Reception**

#### **Part-time Permanent Position**

**18 hours per week**

**Hourly Range: \$20.00 - \$24.08, plus opportunity to participate in a pension plan**

#### **Position Summary**

The Data Processing Assistant / Reception Relief is part of the admin team within the Child, Youth and Family team, and provides support for youth-based programs including Pathways to Education, YEA, and Jobs4U. The Assistant is in a client-facing role to greet program participants, support registration, recruitment, and distribution of wraparound incentives to clients.

The Assistant is required to work with electronic databases (namely PASS 2.0), excel, and other digital cloud templates to regularly update, retrieve, and perform data entry for all Pathways to Education program clients. Working closely with other staff and under the guidance of Administrative Coordinator of Child, Youth and Families, the incumbent will actively support all clerical and administrative tasks. The Assistant supports the distribution of program incentives throughout the week, inclusive of evenings and weekends and provides back-up administrative duties, including reception coverage and site support for Pathways' after school programming.

#### **Responsibilities Include:**

- Support a range of administrative duties for youth-focused programming -- namely Pathways to Education, Youth Enrichment Academy (YEA!), and Jobs for Youth (Jobs4U)
- Client engagement activities including, and not limited to, interfacing with clients, responding to client inquiries via phone, email or in-person visits, and other external events
- Support recruitment and registration process; assist clients with completing registration forms, attend and provide support to information sessions
- Perform data entry, routine updates, and data verification on the database; scan and upload files to the Pathways Academic Student System 2.0 (PASS) and other digital cloud storage systems, template and custom forms
- Support the Administrative Coordinator CYF to perform all back-office functions in relation to financial incentives reconciliation, ordering, tallying, and physical distribution to clients
- Attend and take minutes of meetings as required
- Perform inventory management, excel and paper-based computations, and tracking of disbursements on a routine basis for youth-based outreach programs
- Provide back-up reception as needed throughout the work week
- Serve as admin/reception back-up for after school programming (either at 411 Parliament or 585 Dundas St East)

### **Qualifications and Skills required:**

- Postsecondary degree or diploma
- 1 year of administrative work experience preferably in non-profit social services settings, including client/customer engagement
- Experience working with youth (ages 11-25 years old) is an asset, including clients with multiple barriers in a front/client-facing role
- Proficiency and experience with proprietary system PASS 2.0 is considered an asset
- Proficiency with Microsoft Excel, Google Suite, and other cloud-based software
- Knowledge of Regent Park and surrounding area
- Understanding of anti-oppression, anti-racism, and trauma-informed work within the community health centre sector
- Ability to work collaboratively within and across teams
- Understanding of Anti-oppression principles
- Other languages an asset (i.e. Vietnamese, Mandarin, Cantonese, Tamil)
- Ability to work effectively with people of various cultural, age and economic backgrounds
- Knowledge of the Regent Park area and issues affecting the community
- Some evening and weekend hours are required
- Must have the most up to date vaccine for the safety of clients and staff

Regent Park CHC is committed to equity and employment practices. Applications are encouraged from qualified individuals who are Indigenous people, members of racialized communities, individuals of diverse sexual orientation and gender identification, persons with disabilities and other protected under the Human Rights Code as well as individuals with lived experience in the Regent Park community. This is a bargaining unit position within OPSEU Local 5115.

Please submit your resume and cover letter, noting job title in the subject line, by April 17, 2023 to:

**Regent Park Community Health Centre**  
**465 Dunas Street**  
**Email: [jobs@regentparkchc.org](mailto:jobs@regentparkchc.org)**

We thank all applicants for their interest in this position, however, only those selected for an interview will be contacted. RPCHC is committed to developing an inclusive, selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation during the interview process.

To protect the health and well-being of our clients and employees, Regent Park Community Health Centre has adopted a mandatory COVID-19 vaccination policy that requires new employees to have an up to date Health Canada approved COVID-19 vaccine. Individuals with valid medical or human rights-based exemptions, will be considered for appropriate accommodation within the policy.