



Program Assistant

Regional Program - Housing First Program

Position title: Program Assistant

Department: Administration

Program: Housing First

Union status: Non-Unionized

Reports to: Program Director

Work hours: 35 Hours per week – Monday to Friday from 8:30 am – 4:00 pm

Role type: Full-time

Rate of pay: \$22.38- \$25.14

Contract end date: March 31, 2027

About Gateway Residential and Community Support Services

At Gateway we believe in a community where all are offered respect, dignity, and hope for recovery. We believe in enabling people with mental illness to achieve the highest quality of life possible. The philosophy of Gateway Residential and Community Support Services of Niagara Inc. is rooted in a desire to serve others. We support and encourage the individual's right to independence, personal decision-making, and involvement in all aspects of planning, implementation, governance, and evaluation.

Job Summary

This position offers the opportunity to be part of an active and productive regional homelessness team and to have a variety of interesting work interfacing administration and project management. Reporting to the Program Director, the Administrative Assistant will liaise with internal and external contacts as directed. The successful candidate will prepare agendas, organize, record, and transcribe meeting minutes as well as research and prepare draft policy or action with respect to administrative matters and will respond to correspondence based on direction from the Program Director. Responsibilities will include managing calendars and appointments, managing confidential materials, coordinating meetings and events, assisting with correspondence, reports, presentations, and project coordination of initiatives related to the various roles. The successful candidate will support a workplace that embraces diversity, encourages teamwork, and complies with all applicable regulatory and legislative requirements.

General Responsibilities

- Provide general administrative support to the regional department
- Assist in the preparation of internal reports required by the Program Director
- Maintain and provide on-going support for multiple databases
- Work in partnership with program managers around policies and procedures, ensuring up to date information is available
- Work as part of an administrative team and support front desk at both Pine Street and Queens ton Street locations
- Guide and support the furniture bank program to ensure consistency in the programming
- Handle confidential and sensitive information appropriately and with discretion
- Stay abreast of and manage calendar of the Program Director and Program Managers for scheduling meetings and responding to meeting requests
- Conserve the Program Directors time by reading, researching and routing correspondence

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- Negotiate and manage contracts for accommodations and meeting requirements for virtual and in-person meetings
 - Have a sound understanding of Microsoft flow and share point to support in the upkeep of using the system for programing purposes
 - Organize, manage and update program documents in SharePoint, Microsoft Flow and Teams
 - Review and provide feedback to the Program Director about program costs
 - Support the program director on any new program initiatives
 - Perform monthly program audits and provide data to the Program Managers / Directors
 - Become a HIFIS super user to understand the program and be able to train new staff on using it
 - Manage and organize all program requirements for each program – wait lists, HIFIS information and Team lead support
 - Provide feedback and answers to questions from employees within the program
 - Schedule meetings and/or appointments as required
 - Undertake meeting preparations, agendas and minutes

Reporting and File Management

- Maintain information in caseload files for the HF/HFG Program
- Pull relevant information into clear, effective PowerPoint presentations for the program
- Create documents and materials that are on brand
- Ensure accuracy in composing, preparing and promptly completing Program Managers' correspondence and relevant supporting documentation (reports, presentations, tables, charts, files, etc.)
- Assist with event and meeting planning for the program as required by Program Director
- Create new client files, archive closed files, and ensure all client documents are filed promptly and accurately.

Committee and Management Meetings

- Schedule Committee meetings and managing related logistics for all programs
- Ensure monthly board reports are submitted on time by Program Managers
- Take meeting minutes at Committee meetings, team meetings or any required by the Program Director
- Communicate directly with committee members directly regarding logistical and administrative matters

Information Technology (IT) Responsibilities:

- Provide feedback between IT Department, Managers and Directors around IT requirements and needs
- Provide Administrative support for IT projects
- Inventory of all technical devices for the program including laptops, cell phones and other required items for programs

Financial and Statistical Tracking Responsibilities

- Support and guide Housing first finance team with the upkeep of information and files
- Under the individual responsible for Housing First Financing, you will enter program revenue and expenses as incurred, ensuring accurate reconciliation
- Monitor and report any financial variances for review by the Finance or Program Director.
- Maintain and update program statistics spreadsheets, including move-ins, move-outs, client onboarding, and discharges.

Additional Duties

- Provide support during meetings, events and workshops hosted by the Housing First Program
- Assist with other tasks and projects as assigned by the Program Director

Requirements

- College Certificate/Diploma in business, office administration or Computer Technology
- Minimum 1 years related experience in administrative capacity or IT Support services
- Availability to work some weekends or evenings
- Valid G license and \$2 million liability insurance
- Proficiency in MS Office (Word, PowerPoint, Excel, Outlook and Teams)
- Understanding of Microsoft Flow and SharePoint
- Excellent oral and written communication skills
- Ability to handle confidential information appropriately
- Effective organizational skills and the ability to coordinate meetings and events
- High degree of initiative and problem solving
- Detail oriented and accurate record keeping
- Highly organized with the ability to multitask and prioritize effectively
- Able to work independently and within a team environment
- Bi-lingual in both French and English is an asset

Police Clearance and Vulnerable Sector Check Requirements

To ensure the safety of the individuals we serve, all successful candidates for this position will be required to provide a Police Clearance and Vulnerable Sector Check from their local police service. A clear Vulnerable Sector Check is a condition of employment. Any prior convictions or offenses (outside the scope of the Vulnerable Sector Check) will be assessed in accordance with applicable privacy and human rights legislation. A criminal record may be considered in the hiring decision, in accordance with the Ontario Human Rights Code. Applicants will have the opportunity to discuss any relevant information once the check is requested.

Work Conditions

- Working directly with individuals living in poverty and experiencing mental illness
- Working directly with individuals experiencing crisis, living rough or living in public spaces
- Working in a stressful environment where there are mental and emotional demands – a high level of unpredictable work that could include life threatening situations
- Interacts with residents, family members, staff, visitors, government agencies/personnel under all circumstances
- Exposure to traumatic situations
- Manual dexterity is required to use desktop computers and peripherals
- Intermittent physical activity including walking, standing, lifting, pushing, and sitting
- May be exposed to environments that have cigarette smoke, drug paraphernalia or illegal substances

To Apply

If you are interested in applying for the above position, please forward your resume to hr@gatewayofniagara.ca by **October 1, 2025, by 4:00 pm.**

Additional Information

Accommodation will be provided in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Gateway is committed to supporting a culture of diversity and inclusiveness across the organization. We believe in equal opportunity, and it is our priority to ensure a barrier-free recruitment and selection process. If you are contacted for an interview, please notify Human Resources of any accommodation needs you may have during the selection process. Information received regarding the accommodation needs of applicants will be addressed confidentially. We thank all respondents for their applications but only those selected for an interview will be contacted.