

South East Health Unit

formerly



Program Assistant

Competition #: 25.07	Program: Sexual Health & Harm Reduction
Date Posted: April 9, 2025	Date Closed: April 25, 2025
Location: Belleville	Type: Full Time - Contract
Commencement Date: ASAP	End Date: September 2025
Status: CUPE 3314	Salary: \$26.30 - \$30.50/hour

POSITION SUMMARY:

Reporting to the Manager, Sexual Health & Harm Reduction, the Program Assistant (PA) will provide administrative support to at least one team, program, manager or supervisor. The PA will act as a central point of access, and advocate, and an ambassador to the program(s) and organization through the provision of quality customer service and support in accordance with SEHU policies, procedures and values.

This position provides quality customer service and administrative services for Sexual Health & Harm Reduction with courteous response to phone, in-person, and electronic communications of a sensitive nature. They coordinate and facilitate distribution and retrieval of harm reduction materials to/from partner sites. They also provide direct sexual health clinic support and act as an integral part of coordinating clinics and appointments, acting quickly and efficiently to respond to changes and client needs.

Responsibilities Include

The scope of duties and responsibilities vary from program to program, dependent on requirements. Within the specific program scope, the PA shall perform many or all of the following duties:

- Prepares agendas, records minutes, finalizes documents, and distributes for a variety of meetings, committees and groups.
- Performs accurate data entry and maintenance; produces reports from data and transmits as required.
- Responds to walk-in client requests; assists with client navigation and refers as appropriate.
- Instructs clients on specimen self-collection and receives specimens for processing.
- Supports the distribution of harm reduction supplies, including the safe handling of used sharps and the distribution of supplies to partner sites.
- Completes registrations and makes arrangements such as travel, catering, shopping, and assisting with setting up and cleaning the area for meetings, workshops, programs, and events.
- Provides reception services, makes client appointments; completes appropriate forms and coordinates wait lists as needed.
- Receives and processes referrals, requests for information and resources, and makes referrals to appropriate staff.
- Manages records; ensures records are retained in accordance with applicable retention guidelines or organizational policy and procedure.
- Assists in updating information and the maintenance of forms, manuals, reference binders, and operational plans.
- Maintains inventory of supplies for programs or services.

- Provides administrative support, including word processing, processing mail, emailing, printing, filing, photocopying, scanning, faxing, and arranging courier as required.
- Provides relief coverage for other program assistants as needed.
- Receives, records, and balances payments, and issues invoices and receipts as applicable.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Education

- Completion of a one (1) year Office Administration post-secondary education; an equivalent combination of education, training and experience may be considered.

Experience

- 2 years of general office experience.

Knowledge, Skills, and Abilities

- Excellent interpersonal and customer service skills.
- Strong organizational, communication and administrative skills.
- Ability to manage multiple priorities while being responsive to clients.
- Adaptable and able to deal with constant interruptions and to cover alternate reception and service areas as required.
- Ability to maintain confidentiality and act with tact and discretion.
- Ability to maintain professionalism and communicate effectively, particularly with individuals living with complex needs and when there is emotional content.
- Proficiency in Microsoft Office Suite (Word, Publisher, Excel and PowerPoint), and proven ability to learn new software programs.
- Experience with Adobe Acrobat Pro is an asset.
- Immunizations must be up-to-date, in compliance with all applicable organizational policies (and maintained, subsequent to hiring).
- Valid Driver's License and access to a reliable vehicle.
- Satisfactory Criminal Record and Judicial Matters Check.

Working Conditions:

Interact with a variety of clients in person, by email and by phone. Ability to work in seated position for extended periods of time. Ability to bend, lift and move boxes up to 10 lbs. Typical hours are 8:30 am to 4:30 pm with occasional hours of 10:30 am to 6:30 pm. May be required to work alternate hours during evening or on weekends to meet service needs.

Contract Duration:

This position will start as soon as possible and continue up September 2025.

If you are interested in applying, please review our [Submission Guidelines](#) on our website.

Applications must be emailed to: careers@hpeph.ca

South East Health Unit (formerly Hastings Prince Edward Public Health) is situated and provides services on the traditional territory of the Anishinaabe, Huron-Wendat and Haudenosaunee peoples.

South East Health Unit welcomes applications from individuals living with disabilities. To make arrangements for accommodation during the recruitment process, please contact Human Resources.