



December 3, 2024

PROGRAM SUPPORT - OPERATIONS
(Temporary, Full Time - 35 Hours/Week)
5 month Contract
Internal/External Job Posting

John Howard Society of Waterloo-Wellington (JHSWW) is looking for a new team member to join our team as a Program Support. We offer an excellent work environment and competitive company benefits. As a community-based charitable organization focused on crime prevention, we offer: life skills coaching/programming; diversion and other programs and services fostering accountability and learning, repairing harm and making amends; and employment programs. We understand myriad factors contribute to crime including social and community factors. We work closely with stakeholders including other community agencies, schools, probation, police, courts, employers, and others. JHSWW is accredited by Imagine Canada. We have three priority focus areas in our current strategic plan:

- ❖ RESILIENCY
- ❖ COLLABORATION
- ❖ INCLUSION

For more information about the John Howard Society of Waterloo-Wellington visit <http://jhsww.ca>.

The Program Support is a temporary full time (35 hours per week) position, filling an existing vacancy. The position is set to end on April 17, 2025. The position works 8:30-4:30 Monday through Fridays with some flexibility. This position reports to the Director of Community & Client Services, and works primarily out of the Kitchener office. The role supports the JHSWW's Community and Adult Client programming such as Bail Verification & Supervision, Back on Track, etc. Occasional travel to Cambridge site may be required. A driver's license and reliable vehicle are required for the position.

Primary Responsibilities:

- Welcome and assist/direct clients/visitors in accessing appropriate staff resources
- Answer telephones and ensure accurate communication of messages and information to appropriate staff
- Keep information displays up-to-date and reception area clean and tidy
- Set up and maintain phone extensions, voice mail and phone extension lists
- Support Scheduling of appointments for programs and assist with program reminder or follow-up calls as directed including ensuring 24-hour response to booking requests and maintain security clearance for client bookings and other clearances as required
- Answer inquiries regarding existing process and procedure as required
- Process electronic payments including point of sale machines
- Provide assistance to management and teams leads as needed
- Assist with mail, faxes, filing, data entry, photocopying, shredding and other office tasks
- Assist with troubleshooting and service coordination in relation to office equipment (e.g. fax, photocopier) and building/property maintenance/repair at any JHSWW sites, including Guelph courthouse as per direction from management.
- Inventory, pick up/order office supplies and replenish at any JHSWW sites, including Guelph courthouse.
- Assist with completing inventory lists for insurance or other purpose

The following are essential skills, abilities and requirements for this position:

- Post-secondary education in Business or Office Administration or equivalent as determined by John Howard Society of Waterloo-Wellington
- Two years' relevant experience preferably in a social services/non-profit setting

- Attention to detail with the ability to manage multiple priorities in a fast paced and deadline driven environment
- Highly motivated and results-oriented with a proven ability to work independently and as part of a team, and maintain effective working relationships with clients, staff, management, volunteers, suppliers/vendors, community partners, funders, other stakeholders
- Excellent oral and written communication skills
- Current clearance from a criminal records check. Must be able to meet criminal and other offence/conviction screening criteria necessary for the Agency to maintain its contracts, insurance requirements and charitable status
- Proficiency in Microsoft Office ® including Outlook, Power Point, Excel, and Access
- Fluency in French would be considered an asset

Compensation: \$19.68hr (at start) (+ 4% in lieu of Vacation Pay)

Interested candidates should submit a cover letter and résumé by 4 pm EST on Wednesday December 17, 2024 via email to resumes@jhsw.ca. Please include the job title in the subject line of the email.

The John Howard Society of Waterloo-Wellington is dedicated to providing a welcoming space for all clients, staff, volunteers, placement students, and guests. We welcome applications from people of all races, ethnicities, religions, cultures, sexual orientations, gender identities and different abilities. Should you require an accommodation or any aids during the application or interviewing process, please do not hesitate to contact the Director of Human Resources mentioned above, to give us the opportunity to make suitable arrangements. Any personal information submitted to the John Howard Society of Waterloo-Wellington will be retained for the purpose of the recruitment process only

