



Addiction & Mental Health Services | services de lutte contre les dépendances et de santé mentale
Kingston Frontenac Lennox & Addington

Position:	Program Support Assistant, Frontenac Assertive Community Treatment Team	Competition Number:	2024-082
Hours of Work:	37.50 hours weekly Days (8:00 am to 4:00 pm, Mon - Fri)	Reports to:	Program Manager, ACTT
Vacancies:	One (1)	Hourly Rate:	Pay Band 3 \$ 23.74 - \$ 26.22
Job Status:	Temporary Full-time (6 months)	Union/Non-Union:	OPSEU/SEFPO Local 489
Location:	Kingston Frontenac Lennox and Addington area		

We are seeking a Program Support Assistant who is enthusiastic and passionate about opportunities to work with individuals in the community. Our Program Support Assistants are key members of many frontline teams, including ACTT. This role contributes to the support of our clients in providing invaluable services to individuals with addiction and/or mental health concerns within the Kingston, Frontenac, Lennox and Addington (KFLA) communities.

While this is contract, anyone hired into a temporary role with the agency is able to apply as an Internal candidate for other positions. There are many opportunities to grow your career across a broad spectrum of positions within the Addiction and Mental Health field. All of our vacancies are first posted internally, giving existing staff the opportunity to be considered first. This includes our permanent positions that seldom are posted externally, due to high levels of internal interest.

In addition to the fulfilling sense of giving back to the community, AMHS-KFLA also offers a competitive benefit package to permanent full-time staff which includes the following:

- *Extended Healthcare and Dental Benefits*
- *Basic Life and AD&D Insurance, with optional added levels of coverage*
- *Dependent Life (dependents/spouse covered at no additional cost)*
- *Enrolment in the Healthcare of Ontario Pension Plan (HOOPP)*
- *Paid time off entitlements (sick time, vacation, wellness leave, family/personal leave)*

Our Program Support Assistants positions are members of Ontario Public Sectors Employee's Union (OPSEU/SEFPO) Local 489 and work from various locations throughout KFLA.

Job Summary:

The Program Support Assistant provides administrative support to the Program Teams and agency psychiatrists. Incumbent is responsible for providing administrative and clerical support which includes records management, coordinating schedules, communication with team & clients and any other administrative services to support the delivery of clinical care that may be assigned.

Minimum Qualifications:

- Two-year Diploma in Office Administration.
- Two years' experience in the administrative field, healthcare background preferred.
- Current First Aid and CPR certificates an asset.
- Crisis Prevention & Intervention training an asset.
- French Language proficiency considered an asset.

Knowledge, Skills and Abilities:

- Strong interpersonal and communication skills.
- Excellent customer service skills with demonstrated ability to deal appropriately with sensitive situations and confidential information.
- Well-developed computer skills in the use of database, word processing, spreadsheet, dicta-typing, and communication applications; MS Office preferred.
- Understanding of medical terminology an asset.
- Detail oriented with demonstrated editing and proof-reading skills.
- Demonstrated problem-solving abilities.
- Excellent organizational and prioritizing skills, along with the ability to multitask in a fast-paced environment and observe deadlines.
- Ability to compile, prepare and maintain detailed records and reports accurately and efficiently.
- Ability to work autonomously as well as collaboratively in a team environment.
- Must possess a valid Ontario Driver's License and have regular access to a reliable vehicle and provide proof of \$2,000,000 vehicle insurance. Incumbent may be required to transport clients.
- Required to provide a satisfactory criminal reference check (CRC) with Vulnerable Sector Screening prior to hire.

Please submit a resume and cover letter as one document only quoting **Competition Number 2024-082**
to: careers@amhs-kfla.ca

AMHS-KFLA strives to be a diverse and inclusive workplace. We encourage applications from all candidates who would contribute to the diversity of our community and enhance our ability to provide quality services to our clients.

We are committed to accessible employment practices. If you require an accommodation to fully participate in the recruitment and selection process, please inform Human Resources to discuss your individual accessibility needs.