

**Program Assistant – Living with Advanced Illness Centre**  
**Position Description**

**Position:** Program Assistant, Living with Advanced Illness Centre

**Reports to:** Program Manager, Living with Advanced Illness Centre

**Status:** 0.7 FTE, Contract Position (ends August 31, 2026)

**Position Summary:**

The Program Assistant works within an inter-professional team of colleagues and volunteers to support the day-to-day operations of the *Living with Advanced Illness Centre (LAIC)*. The role supports intake and administration.

The position also contributes to an ethical, safe, and inclusive environment through knowledge and practice of the organization's policies and procedures.

**Primary Duties and Responsibilities**

**Intake:**

- Contacts LAIC clients and collects demographic and health information.
- Communicates with clients about LAIC programs and services.
- Presents cases to LAIC team at weekly meetings for follow-up by LAIC team members.
- Develops and maintains relationships with referring community partners.
- Creates and maintains Jane profiles for LAIC clients.

**Administration:**

- Ensures accurate data management of program. Ensures regular documentation and records statistics related to program participants, attendance, offsite visits, community networking, volunteer hours, etc.
- Participates and supports ongoing program evaluation and supports program changes in response to evaluation findings and client/volunteer needs.
- Openness to explore, trial, implement, and measure quality improvement initiatives.
- Assists with development and regular review of program materials, resources, and information for clients and volunteers.
- Continuously researches best-practice and keeps current information available for volunteers, and colleagues.

**Qualifications & Competencies:**

- Completion of an accredited Unit Clerk Course or equivalent training program an asset.
- Completion of post-secondary diploma or certificate in Medical Office Administration will be considered an asset.
- Knowledge of, and commitment to, philosophy of hospice care regarding the needs of patients with advanced illness diagnoses
- Administrative experience preferred
- General computer skills with experience with Excel, Word, Powerpoint

- Confident with data entry
- Excellent time management and organization skills
- Strong written and verbal (telephone, 1:1 and group) communication and presentation skills
- Experience using Jane platform preferred

**Working Conditions**

- Flexible work hours; primarily Mon-Fri daytime hours; occasional weekend and evenings.
- Some minor physical work may be required (e.g. light lifting up to 15 pounds, and moving tables)