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Job Description

Program Support Worker – Social Services

About Roots Community Services

Roots Community Services Inc. (RootsCS) is a charitable organization that provides culturally relevant programs and services to inspire residents in the Region of Peel, primarily from the Black and Caribbean communities, to make positive changes in their lives and within their communities. We aim to assist our clients by providing pathways to achieve their full potential and find solutions to improve their health, well-being, and quality of life.

About the Black Health and Social Services Hub

RootsCS is partnering with **LAMP Community Health Centre (LAMP CHC)** and the **Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin)** to design, develop and implement an integrated health and social services hub with and for the Black, African and Caribbean (BAC) communities in Peel Region. The **Black Health and Social Services Hub (BHSS Hub)** will provide primary health, mental health, addiction and social services programs that will holistically address BAC communities' physical, mental, social and cultural needs, and seek to eliminate disparities and inequities.

To achieve our goals, we are recruiting people passionate about delivering culturally relevant, responsive and affirming care that will inspire individuals to improve their well-being.

The Position

The **Program Support – Social Services** is responsible for providing administrative, logistical, and overall program support for the Social Service delivery program and services in the Black Health and Social Services Hub. This position will directly support clients, plan and execute program activities, and ensure smooth day-to-day operations.

36 Queen Street E., Lower Level Brampton ON L6V 1A2 Canada

Terms of Contract: Full-time position with terms and conditions reviewed annually. Contract term ends March 31, 2026. Renewable on April 1 of each year based on funding availability and satisfactory performance.

Hours of Work: 35 hours per week

Start Date: Immediate opening

Compensation: \$49 140 - \$54 600

Major Duties and Responsibilities

These will include but are not limited to:

- Assist in organizing, scheduling and delivering program activities, workshops, and community events
- Assist with Client Intake and eligibility assessments
- Design and deliver activities appropriate to the age and capabilities of the clients
- Assist in the development of plans with measurable outcomes for all projects undertaken
- Input data of work performed daily and ensure all files and information are up to date
- Ensure that client services are person-centred, culturally responsive, and trauma-informed
- Support outreach efforts by distributing materials and informing the community about available services
- Foster strong relationships with program participants and community partners
- Work closely with Team Lead and other staff to support overall Social Service delivery
- Ensure compliance with program policies and reporting requirements
- Any other duties as required by management.

Skills and Qualifications:

- A Diploma in Social Work or Social Services, health sciences or equivalent
- Minimum of two year's experience in social service work, preferably in community development
- Experience working with individuals, especially from the Black, African and Caribbean communities
- Embraces diversity and inclusion with the ability to work with diverse clients and organizations
- Excellent communication skills (written and oral)
- Ability to develop and maintain positive relationships
- Expertise in community outreach
- Ability to organize and prioritize work with strong attention to detail
- Non-judgemental, caring, compassionate and patient
- Strong computer skills in Google Workspace and Microsoft 365
- A successful Vulnerable Sector Criminal Records check

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- Valid driver's license, access to a reliable vehicle and relevant insurance
- Ability to work flexible hours.

All employees are expected to participate in special assignments as a team-oriented and inclusive organization. These include fundraising, strategic planning, and other related activities that contribute to the continuous development and expansion of Roots Community Services Inc. Employees are expected to contribute to ongoing department growth and improvement via excellent job performance and proactive communication. Each employee and team are integral to RootsCS' mission.

Please email your application with a cover letter to careers@rootscs.org, with the subject line **Program Support Worker**. Please note that we will review applications as they are submitted until the positions are filled. We thank all who apply for this position; however, only those candidates selected for an interview will be contacted.