



**Women's Health In Women's Hands
Community Health Centre
2 Carlton Street, Suite 500
Toronto, Ontario M5B 1J3**

T: (416) 593-7655

F: (416) 593-5867

Website Address: www.whiwh.com

<p>PROGRAM ASSISTANT Contract Position (6-months)</p>

WHIWH CHC provides racialized women, trans and non-binary clients from the African, Black, Caribbean, Latin American, and South Asian communities in Toronto and surrounding municipalities with culturally safe, relevant, and responsive primary healthcare. We are changemakers engaged in knowledge transfer and exchange, research, capacity building, and advocacy within and across multiple systems.

The Centre has an opportunity for a professional, motivated and dynamic individual to join the team.

Individuals who identify as part of the African, Caribbean and Black (ACB) communities and/or have demonstrated experience working closely with these communities are strongly encouraged to apply.

RESPONSIBILITIES:

1. Primary first point-of-contact for external/internal client referrals for the population health teams.
2. Review intake and referral forms and complete initial client registration including opening client charts, obtaining client demographic information and verifying health equity information on PSS and relevant databases.
3. Support population health team with PSS schedule updates (such as meetings, etc.), and PSS client appointments (including follow-ups, re-scheduling, cancelling appointments, etc.).
4. Develop, manage and maintain effective partner databases and project inventory systems.
5. Support population health team with data entry for key performance indicators and targets as required by the Centre and funders.
6. Maintain and strengthen relationships with key referral sources for population health team programs.
7. Obtain population health team program and client surveys/evaluations, enter responses in respective databases and support with compiling key findings and reports.
8. Providing administrative support for the population health team which includes but is not limited to: photocopying, minute taking, memo/documentation creation, committee support, program support, meeting support and maintaining an effective filing system;
9. Provide support in preparing funder reports and grant applications
10. Assisting with all aspects of administrative support including assisting clients, mail processing and distribution, courier processing, scheduling boardroom bookings, ordering and picking up refreshments, ensuring rooms and AV equipment are set up accordingly
11. Support population health team with creating and editing promotional materials such as flyers, brochures, pamphlets, and other materials as needed;
12. Manage the population health team's pages on WHIWH's website and social media ensuring that information is updated as directed;

13. Liaise with the appropriate parties on office general maintenance, order program supplies, stationery and office equipment, as directed;
14. Assist in coordinating arrangements for events, travel, meetings and training sessions, distributing supporting documents when necessary and as directed
15. Collaborate with the Administrative team and Medical Secretaries to ensure smooth operations of the health center, especially during peak periods
16. Support with the timely processing of accounts payable invoices, cheque requisitions, distribution of payments, reconciliation and the maintenance of program budgets and financial records.
17. Provides back-up support for the Food Bank such as overseeing volunteers, assembling food hampers, assisting with delivery days and distribution days.
18. Other duties as assigned to meet the ongoing needs of the organization

QUALIFICATIONS:

1. You bring to this role a University degree or college diploma in Business Administration or applied sciences with two to five years of office experience, preferably in a healthcare and or non-profit environment.
2. You must be proficient in MS Office applications i.e. Word, Excel, PowerPoint and Outlook.
3. You are able to plan, organize and prioritize workload and able to work in a fast-paced environment with minimal supervision and take initiative.
4. Knowledge of desktop publishing and/or creative aptitude is an asset.
5. Experience in computerized accounting software is an asset
6. Knowledge of racialized women's health and issues is an asset.
7. Proficiency in languages(s) other than English is an asset. Fluency in one or more languages represented within ACB communities is preferred.

REPORTING:

This position reports to the Director of Population Health.

APPLICATION PROCESS:

To apply for this challenging opportunity in a dynamic organization please forward your resume and cover letter with the subject line: "**Program Assistant**" to the attention of:

Women's Health in Women's Hands Community Health Centre
Human Resources Department
recruitment@whiwh.com

APPLICATION DEADLINE:

Posted: December 16, 2025
Closing Date: January 5, 2026

Applications will be reviewed on a rolling basis. Early applicants may be contacted for interviews before the posting closes.

COMPENSATION: \$27,850 for a 6-month period, will include benefits.

WHIWH is committed to reflecting the diversity of the communities it serves and we strongly encourage applicants who reflect Toronto's ethnic and cultural diversity and our priority populations.

We welcome and encourage applications from all qualified candidates

WHIWH is working towards gender equity in pay.

**We thank all applicants for their interest; however,
only those selected for an interview will be contacted.**

WHIWH has a Covid-19 Vaccination Policy that requires employees to take part in COVID-19 vaccination programs recommended by public health authorities unless approved for an exemption request under the Ontario Human Rights Code. Compliance with this policy is mandatory for this position.