



Program Assistant - Job Posting

Position Title: Program Assistant

Position Type: Full-Time (up to 30 hours per week)

Term: Until June 30, 2026 with potential to extend

Wage: Competitive wages start between \$24.00 to \$29.00 per hour based on professional experience, education, and personality qualities.

Posting Summary:

Program Assistant Manager (PA's) work closely with Program Managers, within one specific Program Area to oversee CASE related administrative duties for each case within the Program Area.

They are the expert case manager on the case, and are responsible for optimising service delivery and ensuring all documentation, Care Plans, and staffing are aligned with therapeutic priorities.

PA's work closely with Lead Professionals within the Program to help optimise their results, and closely with the Program Manager to accomplish the growth and quality goals for the Program. Program Assistants participate in networking and promotions for the Program, quality assurance, and formal reporting on each case and the program as a whole.

Are **YOU** able to support a Program Manager to create a successful and growing program based on a long term vision of administrative excellence and service quality?

Can **YOU** organise yourself and others to achieve optimisation in administrative and clinical services?

Can **YOU** provide leadership to staff and actively team build through daily contact and team initiatives on behalf of the Program Area?

Duties and Responsibilities

- Develop and sustain a strong working relationship with the team such that trust and familiarity encourage staff, caregivers, agencies and funders to raise and resolve concerns with their management team as well as celebrate successes.
- Ensures the development of Care Plans or other written reports to reflect the outcome objectives desired by the client and family. This is done with collaboration from Lead Professionals.
- Maintain monthly contact with clients and team to monitor progress on the Care Plan.
- Schedule, invite, and lead team meetings (as normally scheduled for that program area).
- Coordinate the collection of data related to intervention effectiveness, as well as parent and team feedback for case and program level Progress Reports.

- Directly shadow staff as needed for staff mentoring or to assist the team with specific problem solving related to barriers to program implementation.
- Promote, teach, and coach frontline staff members (and family members) in Pivot Point's guiding principles and values.

Qualifications

- Program Assistants possess or are working towards undergraduate or higher degrees in A.B.A., CYC, Counselling, Social Work or related disciplines.
- Knowledge of Neurodevelopmental Disorders and relevant comorbid disorders as it relates to the program you will be working in.
- Experience working with people who have developmental conditions, behavioural and emotional challenges.
- Have access to your own home-based office with sufficient privacy for confidential phone and video calls.
- A strong commitment to the philosophy of people with diverse abilities living and working in the community.
- Possess excellent written and verbal communication skills.
- Demonstrated leadership skills.
- Strong administrative, organizational, and time-management skills
- Working knowledge and experience with a variety of computer software programs such as Google Suite, MS office, and email software.
- Non-violent Crisis Prevention Intervention or MANDT certification (recommended).
- Current Emergency First Aid and CPR.
- Class 5 driver's licence with a clean driving record and a reliable vehicle.
- A clear criminal record (as outlined by the Ministry for Children and Family Development).

Why join the Pivot Point team?

Pivot Point specialises in ***intensive therapeutic interventions*** for children, teens and adults with Autism and other diverse abilities. This might be YOUR opportunity to join a comprehensive clinical team in your community, so you can move YOUR career to the next level.

If you have a passion for helping individuals with diverse abilities and social work care needs, join Pivot Point so we can work together to create positive change!