

Administrative Assistant – Temporary Youth Placement

Administration and Intake Team

This role is being partially funded by the Canada Summer Jobs Program.

Wage: \$20.45/hr

About Porchlight

For 86 years, Porchlight Counselling and Addictions Services has been supporting our community with counselling, building healthy relationships, community engagement, addictions services, and targeted supportive housing. We want everyone to have access to affordable, caring, person-centred, trauma-informed, culturally appropriate supports that meet their unique needs.

Our vision is for a community where there is equality, respect, empathy, and inclusion, and this is why we get up in the morning and do the work that we do. Our team enjoys working collaboratively and we strive to value each other, because we know people are our most important resource. Our staff and volunteers work to support each other and value a healthy work-life balance. We see our clients as people first and aspire to walk alongside them towards growth and healing. We invest in our staff and work to support their growth as both individuals and team members. That's where you come in.

The Role

Porchlight is hiring one individual for a full-time temporary role over the summer of 2026 to join our administrative and intake team in support of our work and mission. This role will involve working onsite in an office environment as well as possible remote work from home. The successful individual will be responsible for getting clients, answering phone and email inquiries, setting appointments and other general administrative tasks. In this role, you will play an important role in supporting Porchlight's core mission within our community.

Qualifications:

- Ontario Secondary School Certificate or equivalent.
- Must have excellent typing, word processing, organizing, telephone and interpersonal skills.
- Knowledge of database systems is preferred.
- Must be between the ages of 15 and 30 (requirement of Canada Summer Jobs program)

Organizational Relationship:

- The Student reports to the Program and Operations Director.
- The Student receives daily direction from the Administrative Support Team and Program and Operations Director.

Specific Duties and Responsibilities:

- To answer and screen all incoming calls in a professional manner, record appointments, transfer calls and take messages
- To greet clients, record client attendance, accept and record payments and answer enquiries in a professional manner
- To provide pre-enrolment services to clients for counselling, workshops, classes and other activity following a specified procedure
- To input client service evaluation data, if applicable.
- To accept payment from clients and issue receipts according to a specified procedure
- To open and distribute incoming mail and take outgoing mail, as required
- To maintain confidentiality with reference to clients and agency matters
- To provide clerical support to all agency staff
- To report all client complaints to the Director of Counselling.
- Other duties as assigned

Key Competencies

- Excellent verbal and written communication skills
- Professional personal presentation
- Customer service orientation
- Information management
- Organizing and Planning
- Attention to Detail
- Initiative
- Reliability
- Stress tolerance

Employment Conditions:

The successful candidate will be offered a temporary full-time position with the agency (5 days/35 hours per week) for a term of 8-12 weeks. Compensation is \$20.45/hr.

This is a new role, and a vacancy currently exists.

Application Instruction:

As a community-based organization, we strongly encourage applications from candidates who reflect the diversity of our community including those who identify as Black, Indigenous, racialized, living with a disability, and/or 2SLGBTQIA+.

Interested applicants should submit their cover letter and resume to Jessica Owen, Program and Operations Director, at jessicao@porchlightcnd.org stating the job title in the subject line. This posting will close when a candidate accepts an offered position.

We thank all candidates for their interest, however, only those selected for an interview will be contacted. No phone calls or email inquiries please.