

About Us:

Mental Health Connections (MHC) was established in April 2004 as a result of an integration with three groups – Programmed Activity for Therapy and Health (PATH), Consumer Survivor Alliance of Windsor-Essex County (CSAW), and the Family Mental Health Network (FMHN).

Mental Health Connections provides integrated psychosocial rehabilitation services (recovery strategies) in the Windsor-Essex County area to adults living with mental health issues

The centre offers a welcoming environment in which individuals can strive to maximize their potential by accessing a variety of strategies for recovery, health and fitness, recreational, social, vocational and peer support activities. Activities are offered both on-site and in the community.

Position Availability:

- This posting is for a vacancy within the organization

What We Offer

- Base Salary Range: \$24.00 - \$26.00 per hour
- Health Spending Account
- RRSP Program
- The opportunity to make a real difference in your community
- Ongoing learning and professional development opportunities.

Position Summary

We're looking for a compassionate and motivated **Program Assistant** to join our team and make a meaningful impact in the lives of individuals experiencing mental health and/or addiction challenges.

Reporting to the **Program Manager**, this role works closely with the Psychosocial Rehabilitation Team in a client-centered environment. The Program Assistant provides administrative, reception, and program support while engaging with clients to encourage participation, promote recovery, and ensure a safe and welcoming space.

What You'll Do

- Provide administrative support, including scheduling appointments, data entry, filing, photocopying, and correspondence
- Attend daily morning staff meetings.
- Answer and direct telephone calls, take messages, and respond to general inquiries
- Maintain the reception area and support daily front desk operations
- Welcome and provide building access to approved clients
- Enter and maintain accurate program statistics and client records
- Assist with program planning, coordination, and daily activities
- Support the organization of events, outings, and group activities
- Provide encouragement, interaction, and support to clients participating in programs

- Monitor client participation and communicate relevant updates to staff and supervisors
- Maintain confidentiality and ensure adherence to agency policies and values
- Ensure a safe, clean, and respectful environment for clients and staff
- Monitor inventory and coordinate purchasing or pickup of program supplies as needed
- Participate in staff meetings, training sessions, and supervision meetings
- Contribute feedback to support program evaluation and improvement
- Provide general support to team members and assist with special projects as assigned
- Perform other duties as required

Ideal Candidate

- Community College Diploma in Social Sciences, Health Sciences, or a related field
- 3–5 years of experience working with individuals with mental health challenges
- Experience in a mental health or psychosocial rehabilitation setting is an asset
- Strong computer skills, including Microsoft Office (Word, Excel, PowerPoint)
- Experience with Client Record Management Systems (CRMS) is an asset
- Excellent organizational, time management, and multitasking skills
- Strong organizational and administrative skills with attention to detail
- Ability to maintain a high level of confidentiality and professionalism
- Strong interpersonal and communication skills
- Ability to work effectively in a team environment
- Conflict resolution and problem-solving abilities
- Knowledge of psychosocial rehabilitation principles is an asset
- First Aid, CPR, and Non-Violent Crisis Intervention certification (or willingness to obtain)
- Valid driver's license and reliable transportation
- Police clearance with Vulnerable Sector Screening
- Proficiency in French is considered an asset

Working Conditions: Frequent interaction with clients, staff, and community partners in both individual and group settings. This role requires flexibility, strong organizational skills, and the ability to manage frequent interruptions and shifting priorities in a dynamic environment.