



Central Community Health Centre
(Serving: St. Thomas, Central Elgin, Township of Southwold)

Programs Support & Volunteer Coordinator

Hours of Work: 37.50 hours per week, flexible to include evening and/or weekend hours

- 16 hours/week – OASIS Program Coordination
- 21.5 hours/week – Program Assistant & Volunteer Coordination

1.0 — Summary of Position

This blended role provides coordination and operational support to community-based health promotion programs at Central Community Health Centre (CCHC), with a primary focus on the OASIS program for older adults.

This role supports the Program Coordinator function. It combines hands-on coordination of the OASIS program with administrative, logistical, and volunteer support across community programs. The position plays a key role in ensuring programs are well-organized, welcoming, and effectively supported, and that volunteers are engaged, oriented, and supported in meaningful roles.

2.0 — Primary Responsibilities

2.1 OASIS Program Coordination (16 hours/week)

- Coordinate and support the delivery of OASIS programming that promotes aging in place for older adults.
- Support meaningful engagement of OASIS members in program planning, activities, and leadership opportunities.
- Maintain a welcoming, inclusive, and accessible environment within the OASIS space.
- Coordinate onsite activities, workshops, and events in collaboration with OASIS members, the Program Coordinator, and partners.
- Liaise with community services and internal CCHC programs to support referrals and onsite programming.
- Support research, evaluation, and data collection activities related to the OASIS program.
- Track activities, attendance, and outcomes, and assist with preparing reports.

- Develop and maintain program calendars, attendance lists, and basic promotional materials (e.g., posters, flyers, event calendars).
- Attend and participate in OASIS-related meetings as required.
- Provide flexibility to support occasional evening or weekend programming needs.

2.2 Program Support & Administration (21.5 hours/week)

- Provide administrative support to the Program Coordinator, including scheduling, correspondence, record-keeping, and data entry.
- Assist with program and event set-up and take-down.
- Coordinate logistics such as room bookings, presenter arrangements, and program supplies.
- Act as a welcoming point of contact for program participants, volunteers, community members, and partners.
- Support research, evaluation, and quality improvement activities related to community programs.

2.3 Volunteer Coordination & Support

- Coordinate day-to-day volunteer activities in support of OASIS and other CCHC programs.
- Assist with volunteer recruitment, screening, onboarding, orientation, and scheduling, in collaboration with the Program Coordinator and leadership.
- Maintain accurate volunteer records, including contact information, hours tracking, training, and documentation.
- Support the development and updating of volunteer role descriptions and task lists.
- Serve as a point of contact for volunteers, providing guidance, information, and ongoing support.
- Assist with volunteer training logistics and coordination.
- Support volunteer recognition activities and contribute to a positive volunteer experience.
- Provide administrative support to staff working with volunteers, including scheduling and coordination of assignments.
- Ensure volunteer activities align with organizational policies, privacy requirements, and safety standards.

3.0 — Accountability

- Reports to the Program Coordinator or designate.
- Works closely with staff, volunteers, and community partners.

4.0 — Qualifications

- Post-secondary education or current enrollment in health, social science, community development, or a related field.
- Experience providing administrative or program support in a community-based or health setting.
- Experience supporting volunteers or volunteer programs is an asset.
- Strong organizational skills with attention to detail and the ability to manage competing priorities.
- Excellent interpersonal and communication skills with a welcoming, client-centered approach.
- Comfort working with diverse populations, including older adults and individuals who may have experienced trauma.
- Proficiency with office software and basic data tracking systems (email, Word, Excel).
- A second language is an asset.
- Valid G driver's license and ability to travel as required.
- Flexibility to occasionally work evenings or weekends.

5.0 — Upholding Standards

Organizational Beliefs, Values and the Model of Health and Wellbeing

- 5.1 Knowledgeable about the organization's vision, mission, principles and organizational philosophy, and incorporates these beliefs into everyday work
- 5.2 Works within an interdisciplinary team and strives to work collaboratively, respecting the skills and knowledge of others
- 5.3 Works in a manner that incorporates health promotion and addresses the social determinants of health
- 5.4 Understands and respects the process by which the community is involved in decision making
- 5.5 Engages volunteers, participants and/or clients in leadership and/or capacity development opportunities wherever possible
- 5.6 Works to reduce barriers to access (e.g. outreach and mobile services, language, life skills, transportation, childcare, hours of service, etc.)
- 5.7 Committed to utilizing available resources to support wellness (e.g. EAP, attending staff wellness events, sharing concerns as per CCHC's Human Resource Policies, etc.)

Organizational Excellence

- 5.8 Contributes to a welcoming and supportive environment Acts with professionalism and courtesy toward all individuals served by the CCHC, the general public and other staff members and volunteers
- 5.9 Works in a manner that complies with CCHC's privacy policies and preserves, maintains and respects confidentiality of participants, volunteers,

- clients and staff
- 5.10 Respects and values the diversity of communities and individuals
- 5.11 Contributes to the development and promotion of CCHC in St. Thomas, Central Elgin, the Township of Southwold and wherever else CCHC may be represented
- 5.12 Maintains and develops professional competence through appropriate continuing education and/or professional development

Occupational Health and Safety

- 5.13 Works in a manner that meets all Health and Safety requirements, to ensure a healthy and safe workplace
- 5.14 Completes and maintains required training (e.g. WHMIS, First Aid).

Organizational Duties and Responsibilities

- 5.15 Works in a manner that promotes and maintains the reputation of the organization and minimizes risk of harm and/or liability to the organization
- 5.16 Works in a manner that complies with the organization's Human Resources Manual
- 5.17 Contributes to the organization's endeavours to collect, analyze and report on data, and participate in research
- 5.18 Contributes to the organization's efforts to secure and maximize resources for current and new programs, services and activities
- 5.19 Performs other duties that support the mission/mandate of the organization, as assigned by the Chief Executive Officer or their designate.