

May 4, 2026

Job Posting
(Internal & External)
Program Assistant (Part-time)
Contract until March 31, 2027

The Cross-Cultural Community Services Association (TCCSA) is a not-for-profit organization that aims to facilitate the well-being of diversified communities through social services. The mission of TCCSA is to enhance the well-being and resilience of diverse communities by strengthening competencies and fostering participation through effective and professional human services.

TCCSA is seeking one part-time Program Assistant to provide administrative and program support for our Saturday language training classes and concurrent children and youth activities for newcomer families at our Peel Centre. The successful candidate will assist in the coordination and delivery of weekend programming, support client registration and engagement, help create a welcoming learning environment for both adults and children, and work collaboratively with staff and volunteers to ensure high-quality service delivery

The details of this job posting are listed as follows:

Job Title:	Program Assistant	Unit	Language and Skills Training
Hours of Work:	7.5 hours/week (Mainly on Saturdays; subject to work on weekdays and some holidays as required.)	Application Deadline:	May 20, 2026
Location:	In-person, TCCSA Peel Centre		
Salary Range:	\$21.64 to \$22.72 per hour (based on experience)		
File #:	08 - 26		

Essential Duties and Responsibilities:

- To create a welcoming and inclusive environment by greeting clients and participants, responding to inquiries, and providing general program information in a professional and friendly manner;
- To assist in the coordination, setup, and delivery of Saturday language training classes and concurrent children’s learning / support activities at TCCSA’s Peel Centre;
- To support instructors and program staff in preparing classrooms, activity spaces, equipment, teaching materials, and children’s program supplies prior to program start;
- To assist with participant registration, attendance tracking, sign-in / sign-out procedures, and general program administration;

- To provide on-site support to newcomer families attending Saturday programming, including directing clients to appropriate services and making referrals when needed;
- To assist in organizing age-appropriate educational, recreational, and settlement-support activities for children participating in the concurrent children's component;
- To ensure program spaces are safe, clean, organized, and welcoming for both adult learners and children;
- To maintain accurate service records, attendance records, and program statistics in accordance with TCCSA and funder requirements;
- To support outreach and promotion of Saturday programming within the Peel newcomer community;
To assist with collecting participant feedback and supporting program evaluation activities;
- To work collaboratively with language instructors, settlement staff, volunteers, and other team members to ensure smooth program delivery;
- To positively represent TCCSA and promote high-quality client service at all times;
- Responsible for carrying out the above responsibilities and all other duties as required by TCCSA.

Qualifications

- College diploma in Early Childhood Education, Social Service Worker, Community Services, Education Assistant, Child and Youth Worker, or equivalent combination of education and experience;
- Experience working with newcomer families, children, and/or in community programming is an asset;
- Experience supporting educational, recreational, or child-focused group activities is preferred; Knowledge of and sensitivity to the settlement needs and challenges faced by newcomer families and their children;
- Ability to work inclusively and collaboratively with diverse communities, including newcomer / refugee and low-income families;
- Excellent interpersonal, communication, and customer service skills;
- Strong organizational skills, attention to detail, and ability to multitask in a dynamic program environment;
- Ability to work effectively both independently and as part of a team in a multicultural environment;
- Proficiency in written and spoken English; proficiency in a second language commonly spoken by clients (such as Mandarin, Cantonese, Punjabi, Urdu, Hindi, Arabic, or Farsi) is a strong asset;
- Comfortable using MS Office, Google Workspace, Zoom / virtual communication tools, and digital record-keeping systems;
- Ability to engage positively with children and families in a safe, respectful, and culturally responsive manner;
- Must be available to work Saturdays on a regular basis, with occasional flexibility for program planning, orientation, or special events;
- Must be legally entitled to work in Canada;

- Proof of a clear Vulnerable Sector Screening with a local police service is mandatory.

Application

Please send resume and cover letter to TCCSA through email: recruit@tccsa.org by **4:00 pm on May 20, 2026.**

Applicants should quote **File 08-26 Program Assistant** on the application.

We thank you to all those who are interested in this position. Only selected candidates will be contacted for an interview. No telephone call inquiries.

TCCSA is an equal opportunity employer. TCCSA welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.