October 26, 2026

Job Posting
(Internal & External)
Program Assistant
(20 Weeks Contract – Part-Time Position)

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 part-time contract Program Assistants to provide administrative support, settlement services and community connection activities for newcomers and their families, and also to provide support to clients in our service locations in Toronto.

The details of this job posting are listed as follows:

Job Title:	Program Assistant	**Unit**	Settlement
Hours of Work:	10.5 hours/week (required to work irregular hours include evenings, weekends and some holidays)	**Application Deadline:**	November 13, 2026
Location:	In-person, TCCSA Scarborough Centre / Toronto Centre		
Salary Range:	$42,198 to $44,304 per annum (based on experience)		
File #:	#13-26 (Scarborough Centre)		

Essential Duties and Responsibilities:

- To create a welcoming environment by greeting clients, answering phone calls, directing visitors and taking messages for program staff;
- To assist in planning, organizing, and delivery of activities for newcomers and their families;
- To respond to clients' enquires and follow up in a professional and timely manner;
- To schedule appointments and create memos, meeting minutes, letters and similar content from dictation;
- To maintain detailed calendars, coordinate schedules;
- To arrange and set up program space, equipment, and materials;
- To support the Settlement Team in outreaching and promoting programs and services in the community;
- To facilitate appropriate internal and external referrals to a variety of community supports based on client needs and circumstances;

- To be responsible for program registration and provide program information to newcomers and their families;
- To keep accurate and updated information / records of our service users;
- To support program evaluation activities;
- To maintain records and service statistics in a timely and professional manner;
- To compile client statistics and service data on a regular basis;
- To update clients' database (OCMS), report all relevant data into iCARE on a regular basis;
- To prepare and submit timely statistical reports as required;
- To establish and maintain excellent service quality for clients;
- To positively represent TCCSA and promote programs and services in the community;
- To attend internal/external meetings as required;
- To work in all TCCSA and itinerant service locations as assigned; collaborating closely with the Program Assistants at Scarborough/ Toronto Centre to provide mutual support and coverage as needed;
- Responsible for carrying out the above responsibilities and all other duties as required by TCCSA.

Qualifications

- College diploma in Social Service Worker or equivalent combination of education and experience;
- Experience in settlement and/or community service is an asset;
- Ability to work inclusively and collaboratively with diverse communities, including newcomer/refugee/at-risk/low-income individuals and families;
- Knowledge of and sensitivity to the needs of newcomers in the various ethnic communities in Toronto;
- Excellent interpersonal skills, and ability to operate effectively within the organization and externally;
- Excellent organization skills and time management;
- Excellent attention to detail and ability to multitask, able to work independently and as part of a team in a fast-paced environment;
- Ability to cope with changes and be flexible in scheduling;
- Ability to focus on detailed planning, information analysis, and report preparation;
- Effective communication skills to work with clients from diverse cultural backgrounds;
- Demonstrated interview, assessment, analytical and problem-solving skills;
- Good organizational skills to keep multiple calendars organized;
- Ability to multi-task while maintaining accuracy in data collection and reporting;
- Proficiency in written and spoken English, as well as a second language commonly used by clientele, such as Cantonese or Mandarin;
- Proficiency with OCMS, MS Office, Google Services, Zoom, other videoconferences and social media that facilitate work, communication and online marketing, knowledge in graphic software such as Canva is an asset;

- Ability to work effectively both independently and as part of a team in a diverse, multicultural environment;
- Must be able to work flexible hours, including some evenings, weekends and holidays;
- Must be legally entitled to work in Canada;
- Proof of a clear "Vulnerable Sector Screening" with a local police service is mandatory;
- Able to travel in the GTA, has a valid Ontario Driver's license and access to a car is preferred.

Application

Please send resume and cover letter to TCCSA through email: recruit@tccsa.org by **5:00 pm on November 13, 2026.**

Applicants should quote **File #13-26 Program Assistant (Scarborough Centre)** on the application.

We thank 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. Accommodation is available on request for candidates taking part in all aspects of the selection process.