

Program Assistant – Companion Program
Position Description

Position: Program Assistant, Companion Program

Reports to: Director, Living with Advanced Illness Centre

Status: 0.7 FTE, Contract Position (ends August 31, 2026)

Position Summary:

The Program Assistant works within an inter-professional team of colleagues and volunteers to support the day-to-day operations of the *Companion Program*. The role supports program development, community engagement, and administration. The Program Assistant also develops key relationships with community partners, volunteers, and clients.

The position also contributes to an ethical, safe, and inclusive environment through knowledge and practice of the organization's policies and procedures.

Primary Duties and Responsibilities

Community Engagement:

- Coordinates community engagement events for both volunteers and clients.
- Networks to develop and maintain relationships with community agencies, partners, volunteers, and clients.
- Attends community meetings and builds community awareness of programs and assists to create and present education and training sessions to volunteers, community partners, clients, and public.
- Conducts home, hospice, and hospital visits with clients.

Administration:

- Provides weekly updates and progress reports to the Program Coordinator and participates in team and supervision meetings as required.
- Works as part of a team to meet program development, training, and implementation deadlines.
- Ensures accurate data management of program. Ensures regular documentation and statistics related to program participants, attendance, offsite visits, community networking, volunteer hours, etc.
- Participates and supports ongoing program evaluation and supports program changes in response to evaluation findings and client/volunteer needs.
- Openness to explore, trial, implement, and measure quality improvement initiatives.
- Awareness of community resources, ability to provide resource navigation support to clients and volunteers.
- Assists with development and regular review of program materials, resources, and information for clients and volunteers.
- Continuously researches best-practice and keeps current information available for volunteers, and colleagues.

Qualifications & Competencies:

- Valid Alberta Class 5 driver's license and own transportation required
- Diploma or certificate in marketing, administration, or recreation an asset
- Knowledge of, and commitment to, philosophy of hospice care regarding the needs of patients with advanced cancer diagnoses
- Administrative experience preferred
- Experience in marketing, community engagement, and/or customer service preferred
- General computer skills with experience with Excel, Word, Powerpoint
- Confident with data entry
- Excellent time management and organization skills
- Strong written and verbal (telephone, 1:1 and group) communication and presentation skills

Working Conditions

- Flexible work hours; primarily Mon-Fri daytime hours; occasional weekend and evenings.
- Some minor physical work may be required (e.g. light lifting up to 15 pounds, and moving tables)
- Some travel may be required outside Calgary city limits to surrounding communities