POSTION DESCRIPTION

Position:	Program Assistant – Sexual Health	Number of Positions:	1
Classification:	Permanent Full-Time	**FTE:**	1.0 = 35.0 HOURS PER WEEK
Division:	Health Protection	**Union Group:**	CUPE (Canadian Union of Public Employees)
Location:	Thunder Bay	**Anticipated Date of Hire:**	As soon as possible
Reports to:	Manager of Sexual Health	**Position Vacancy:**	THIS POSITION IS A REPLACEMENT FOR AN EXISTING VACANCY
Salary Range:	$26.18 - $29.15 HOURLY	**Posting Date:**	August 28, 2026
Competition Number:	CU-26-23	**Deadline to Apply:**	September 4, 2026 at 4:30pm.
Criminal Record Check:	Required ☒ YES ☐ NO	**Vulnerable Sector Screening:**	Required: ☐ YES ☒ NO
NOTE: Artificial Intelligence (AI) will not be used during the hiring process.			

POSITION SUMMARY:

The Public Health Program Assistant provides various clerical services supporting Public Health programs. Working in a multi-disciplinary environment, the Program Assistant performs those functions as related to the daily operations and delivery of the Programs, ensuring that discretion and confidentiality are maintained at all times.

DUTIES AND RESPONSIBILITIES:

Program:

1. Answers telephone calls, responding to general inquiries and redirecting as appropriate.
2. Receives and routes incoming mail and fax transmissions to Program staff.
3. Receives and directs clients/public, schedules appointments.
4. Completes typing/word processing, photocopying, faxing requirements for Program staff.

5. Ensures accurate input of data from source documents to produce statistics and/or information.
6. Maintains current and accurate databases of addresses, telephone numbers and e-mail lists which are pertinent to the Program.
7. Maintains current inventory of program-specific forms/form letters and creates forms/form letters as required for Program delivery.
8. Formats, processes and prepares referrals, reports and other documents pertinent to the Program.
9. Maintains filing and brings forward systems, both manual and electronic, for the Program. Maintains both manual and electronic filing systems for the Program.
10. Arranges and co-ordinates meetings/events by booking facilities and resources, preparing and distributing agendas, recording and distributing minutes and arranging refreshments.
11. Assists program staff in the development and duplication of presentation materials, including: overheads, fact sheets, manuals, electronic presentations.
12. Responsible for bookings of electronic devices, vehicles and other Health Unit assets which includes maintaining the electronic calendar, providing employees with their booked item and ensuring that the item is returned in good condition.
13. Orders and maintains appropriate inventory levels of program resources and office supplies.
14. Maintains Program-specific clerical procedures for approval by Manager, to ensure compliance with Program requirements.
15. Collects money from clients, where applicable, issues receipts, reconciles cash to receipts and submits to Accounting Services.
16. Provides back-up support to other Program Assistants and the Librarian for regularly scheduled breaks, vacations and sick leaves; as required.
17. Exercises diplomacy, tact and confidentiality in the capacity of front-line contact.
18. Performs all other related duties as requested.

QUALIFICATIONS / REQUIREMENTS:

- College Diploma in Office Administration or minimum 2 years' secretarial/clerical experience
- Demonstrated proficiency in a computerized Windows environment including Microsoft Office – Word, Excel, Power Point
- Understanding of database concepts
- Ability to function both independently and in a team environment

- Ability to interact and communicate effectively (written and verbal) and in a positive manner with the public, colleagues and community partners.
- Possesses excellent keyboard and transcription skills.
- Knowledge of medical terminology would be an asset.

OCCUPATIONAL HEALTH AND SAFETY:

- Follows all policies and procedures to ensure personal safety and safety of others.
- Reports any equipment or safety problems to supervisor.

The Thunder Bay District Health Unit is an equal opportunity employer.

Upon request, accommodations due to a disability are available throughout the recruitment and selection process.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.