



PMFRC Employment Opportunity

Program Assistant

Department	Employment Services Team
Location	Petawawa Military Family Resource Centre (PMFRC) <i>(Petawawa Ontario is in Eastern Ontario, 170 kilometers northwest of Ottawa)</i>
Position Type	Program Assistant <ul style="list-style-type: none">▪ Permanent Indefinite Contract▪ Full Time
Work Schedule	37.5 hours per week Office Hours are primarily at the Petawawa Employment Services Location (Unit D, 3025 Petawawa Boulevard, Petawawa, ON) Monday–Friday, 8:00–4:00 (Occasional evenings/additional shifts may be required)
Salary	\$21.25 – \$25.11 / hr
Immediate Supervisor	Employment Services Coordinator
Language Requirement	English Mandatory: Bilingual (English and French) preferred

Who We Are

The Petawawa Military Family Resource Centre (PMFRC) is a non-profit organization responsible for addressing the needs of military families. We provide programs and services that serve, involve, and advocate for our military community, its members, and families, and address the unique military lifestyle challenges, resulting in an enhanced quality of life. The PMFRC envisions a community of strong, capable, resilient Canadian Armed Forces families. For more information on who we are, please visit us at <https://cfmws.ca/>

The Role(s)

The Employment Services Program Assistant reports directly to the Employment Services Coordinator and is responsible for providing support and assistance in the delivery of employment-related services. Duties include but are not limited to, providing ongoing assistance to clients using the Resource and Information area in support of their Employment Action Plan and Job Search, and providing administrative support to the Coordinator, Job Developer, and Employment Coaches.

Integral to this position is the ability to cooperate and work in partnership with all PMFRC departments and to work in partnership with the Ontario Ministry of Labour, Immigration, Training and Skills Development, and EmployNext as directed by the Employment Coordinator.

(a) Resources and Information: responsibilities include assisting clients in person, by phone, and by email to connect with their Employment Coaches, book appointments, determine program eligibility, and access the Resources and Information area: job board, computers, printer/fax, and phone.

(b) Client job search support: responsibilities include supporting clients with their job search, accessing training, and job applications.

(c) Managing financial processes and tracking: tasks include ordering, tracking, and submitting client supports and office purchases, ensuring documentation is saved in client files, submitted to the funder, and internally to the PMFRC Bookkeeper and Finance Manager.

(d) Case file management: responsibilities include, entering client information into required systems, handling incoming referrals, and working in partnership with Employment Coaches to follow up with clients and employers to solicit employment details and financial documentation.

(e) Administrative / Statistical Reporting: responsible for completing client intakes, determining program eligibility, ongoing data entry of client and financial information, participating in training on applicable software, entering information on unassisted/assisted clients and employers into the client database, and maintaining the employer database.

(f) Website Communications and Maintenance: responsibilities include, retrieving daily communications with individuals contacting Petawawa / Deep River Employment Services through website and email, updating the online job board, and providing web master with updated information for website updates.

Qualifications

- College Diploma in computer or office administration, information services, or a related field
- OR

A demonstrated equivalent combination of education, training, and/or experience

- Minimum (1) year of work experience working in administration; preferably in the social services field.
- Experience with diverse clientele (delivering front-line services) is an asset.
- Experience with EOIS CaMS case-file management will be considered a strong asset.
- Experience with the employment and training programs available through the Ministry of Labour, Immigration, Training and Skills Development and its service providers.
- Bilingualism (French and English) is an asset.

Screening Requirement

- Enhanced Reliability
- Criminal Record and Vulnerable Screening
- Information Services (Security Procurement) – IT Assets

Knowledge Requirements

- Of career assessment techniques and career development tools and resources
- Of Ontario labour market supply/demand, trends, and local economic outlook
- Of holistic, integrated, and strength-based approach to employment supports and career development
- Of maintaining classified records and adhering to client file management legislation
- Of data management and database administration
- Of adult learning principles
- Of the CAF Community and Lifestyle
- Of CaMS, Microsoft Excel/Outlook/Word/Teams, and Zoom

Certification / Licenses

The following certifications/licenses will be considered an asset:

- CPR & First Aid
- Mental Health First Aid
- Training and/or Education in Career Development theories or practices

Conditions of Employment

- Adhere to all PMFRC policies and procedures including policies regarding privacy code and confidentiality.
- Participate/ assist with all special events when required.
- Provide proof of any applicable registration with the respective regulatory body if applicable.
- Occasional extended workday and/or occasional evening or weekend as required.
- Ability to provide a clear criminal record check, obtain an enhanced reliability security clearance, and vulnerable sector screening (current within 6 months).
- Valid Driver's license with access to a reliable vehicle for work-related travel and requisite driver's insurance.
- Travel within the County of Renfrew.
- Thorough understanding of Canadian Armed Forces communities, systems, and policies to effectively assist families in accessing appropriate services and supports.

Posting Date: 9 April 2025

Closing Date: 23 April 2025

Potential Start Date: May 2025

If you wish to become a member of our team, please submit **both** a cover letter and resume in a Word or PDF format. Please include your daytime contact number and email address. Should you require accommodation during the selection process, please let the HR Generalist know.

For more information contact:

Admin Assistant - HR

10-16 Regalbuto Ave, Petawawa ON K8H 1L3

HR-Recruitment@PetawawaMFRC.com.

PMFRC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. We thank all applicants for their interest, however, only those selected for an interview will be contacted. Job advertisements for positions that have been designated bilingual will be provided in both English and French. Positions that are not designated bilingual are displayed in English only but may be provided in French if requested.

The information provided from this competition and the results from this competition may be used to fill other similar positions, including short-term contracts. Your information and the results from this competition will be retained for the purpose of filling vacancies in accordance with the PMFRC Privacy Policy.