

**Job Title:** Program Support

**Main Purpose of the Job:**

The Program Support role at the Centre for Diverse Learners (CDL) assists in the administration and execution of various educational and support programs. This role is crucial in maintaining a supportive, inclusive, and organized environment for program facilitators, students, and their families. The Program Support staff provides essential behind-the-scenes assistance to ensure smooth program delivery, consistent communication with families, and effective coordination of resources.

**Reports To:** Program Manager

**Direct Reports:** Program Educators

**Duties and Responsibilities:**

- Uphold CDL's mission and represent the organization professionally.
- Assist in organizing and setting up program materials, spaces, and resources before and after each session.
- Support facilitators by coordinating with volunteers and ensuring that all participants' needs are met during sessions.
- Maintain accurate attendance records and assist in gathering data on participant progress and feedback.
- Communicate regularly with the Program Manager about program needs, student progress, and any logistical issues.
- Provide consistent, friendly communication with parents/guardians regarding program updates, scheduling changes, and general inquiries.
- Assist in distributing and program surveys, evaluations, and other participant feedback tools.
- Support facilitators and staff by preparing certificates, awards, or acknowledgments as needed for program completion.
- VEHICLE REQUIRED

**Qualifications:**

- Post-secondary education in a related field, such as education, social services, or child and youth care.
- A Vulnerable Sector Check completed within the last 12 months.
- Experience working with children or individuals with learning differences is an asset.
- Excellent organizational skills and attention to detail.
- Reliable access to transportation to program locations.
- Proficient communication skills for interacting with staff, parents, and volunteers.

**Working Conditions:**

- Flexible hours, with some evening and weekend availability as needed for program delivery. 5-10 Hours a week.

- Physical ability to set up program spaces, including lifting objects up to 30 lbs.

**Psychological Demands:**

- Interactions with diverse participants in varying circumstances, requiring a supportive and adaptable approach.