

Job Posting **Program Support – Programs & Services**

About Roots Community Services

Roots Community Services Inc. (RootsCS) is a charitable organization that provides culturally-relevant programs and services to inspire residents in the Region of Peel, primarily from the Black, African, and Caribbean (BAC) communities, to make positive changes in their lives and within their communities. Our aim is to assist our clients by providing pathways for them to achieve their full potential and in finding solutions to improve their health, well-being and quality of life.

The Position

The Program Support – Programs & Services is a dynamic role responsible for providing comprehensive administrative, technical, logistical, data management, strategic, and innovative support within the programs and services at RootsCS. This position serves as a critical operational backbone, providing direct support to staff and people leaders in planning and executing program activities while ensuring smooth day-to-day operations and data-driven decision making.

Contract Term: to March 31, 2026

Renewable: April 1 of each year, based on funding availability and satisfactory performance

Hours of Work: 35 hours per week

Compensation: \$50,000.00 - \$54,600.00

Start Date: Immediate

Direct Report: Manager, Research, Knowledge & Innovation

Major Duties and Responsibilities

- The responsibilities of the Program Support – Programs & Services include, but are not limited to, the following:

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Inspiration. Empowerment. Action.

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office@rootscs.org

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www.rootscs.org

Support line: 647.812.8545

- Provide comprehensive administrative support to program managers, coordinators, and senior leadership, including the coordination of reports, documentation, scheduling, and handling of confidential information.
- Collect, organize, and maintain program-related data using secure and efficient systems, ensuring confidentiality and integrity through appropriate database management platforms.
- Generate detailed reports, spreadsheets, charts, and statistical summaries for regular (weekly, monthly, quarterly) internal and external reporting purposes.
- Track and analyze program metrics, key performance indicators (KPIs), and outcomes to support data-informed planning and evaluation.
- Serve as a technical resource for the Microsoft 365 suite, utilizing advanced functionality in platforms such as Excel, SharePoint, Word, PowerPoint, and other cloud-based tools to improve productivity and collaboration.
- Assist in the development and implementation of program strategies, processes, and operational procedures in alignment with organizational goals.
- Provide support in the preparation of grant applications, funding proposals, and reporting under the guidance of management.
- Contribute to the development of work plans and evaluation frameworks with measurable outcomes for RootsCS projects and initiatives.
- Capture and input daily activities and service data into program tracking systems, ensuring files and databases remain accurate and current.
- Collaborate closely with front-line staff and leadership to contribute to the overall success and delivery of programs and services.
- Ensure adherence to program policies, operational standards, and reporting requirements to maintain compliance and accountability.
- Perform other duties as assigned by management to support organizational-wide goals and priorities.

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Working Conditions

- RootsCS operates using a variety of work models, such as the Hybrid Hotelling model. Work models depend on the specific role and are at the discretion of the organization.
- Comfortable lifting and carrying objects up to 10 lbs, and sitting or standing for long periods.

Skills and Qualifications:

- A diploma or university degree in Business Administration, Human Services, Data Management, or a related field
- Minimum 2 years of progressive administrative experience in program support, social services, or the non-profit sector
- Experience working with individuals, primarily from the Black, African and Caribbean communities
- Able to embrace diversity and inclusion, with the ability to work with diverse clients and organizations
- Excellent communication skills (written and oral)
- Strong computer and technical skills, including proficiency in the Microsoft 365 suite, with demonstrated advanced skills in Excel, SharePoint, and database management
- Proficiency in project management tools and collaborative platforms
- Exceptional organizational and time management abilities with proven multitasking capabilities
- Strong analytical and problem-solving skills with attention to detail
- Ability to maintain confidentiality and handle sensitive information appropriately
- A clean Vulnerable Sector Criminal Records check
- Valid driver's license, access to a reliable vehicle and relevant insurance
- Ability to work flexible hours

This job description indicates the key responsibilities and core functions of the position. It is not intended to encompass a comprehensive listing of activities, duties, or responsibilities required of the incumbent. The incumbent may be asked to perform other duties as needed.

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All employees are expected to participate in special assignments as a team-oriented and inclusive organization. These include fundraising, strategic planning, and other related activities that contribute to the continuous development and expansion of Roots Community Services Inc. Employees are expected to contribute to the ongoing department growth and improvement via excellent job performance and proactive communication.

Please forward your application with a cover letter by email to careers@rootscs.org with the subject line **Program Support - Programs & Services**. Please note that we will be reviewing applications as they are submitted until the positions are filled.

We thank all who apply for this position; however, only those candidates selected for an interview will be contacted.

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