



Inspiration. Empowerment. Action.

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Job Description Programs & Outreach Assistant

Roots Community Services Inc. (RootsCS) is a multi-service charitable organization that provides culturally-relevant programs and services to inspire individuals, 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 assist them in finding solutions to improve their health, well-being and quality of life, and to heal from the trauma that inhibits their livelihood.

The Position

Roots Community Services is seeking a dynamic, organized, and community-driven Programs & Outreach Assistant to support the delivery, coordination, and enhancement of community-based programs and services.

The Programs & Outreach Assistant will play a key role in supporting client engagement, program operations, outreach initiatives, stakeholder collaboration, and service coordination across multiple programs and community initiatives. The successful candidate will help ensure services are delivered in a culturally responsive, client-centered, and trauma-informed manner that aligns with the mission and values of RootsCS.

This role requires a highly collaborative individual who is passionate about community impact, equity, relationship-building, and supporting diverse populations within Peel Region and surrounding communities.

- **Type of Work:** Full-time employment
- **Reports to:** Manager, Strategic Initiatives
- **Compensation:** \$28 to \$30.00 per hour
- **Hours of Work:** 35 hours per week
- **Work Arrangement:** Five days per week in office, including work at program locations and community outreach sites as assigned

Major Duties and Responsibilities:

These will include but are not limited to:

Program Coordination & Service Delivery

- Coordinate assigned community programs, services and outreach activities.
- Represent RCS at assigned community outreach and events.
- Coordinate requests received through RootsCS's outreach request portal or other designated channels.
- Schedule and coordinate staff participation in outreach activities and community events.
- Prepare or assist with the preparation of outreach materials, presentations, information packages and program resources.
- Support the planning, implementation and evaluation of assigned community initiatives.
- Coordinate and support the delivery of the Prosper Tax Clinic and other tax-clinic-related services,

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including scheduling, walk-in support, client follow-up, documentation and reporting.

- Support additional programs, camps, workshops and community initiatives as assigned.
- Monitor participation, service activity and program deliverables and provide updates to the supervisor.

Client & Community Engagement

- Plan and coordinate community outreach activities in collaboration with the Manager, Strategic Initiatives and other assigned staff.
- Attend outreach events, community meetings, workshops, presentations and engagement activities as assigned.
- Promote RootsCS programs and services to community members, partners and stakeholders.
- Respond to general inquiries and connect community members with relevant RootsCS programs and resources.
- Build and maintain professional relationships with community organizations and other stakeholders.
- Represent RootsCS professionally at external events and community spaces.

Support Line and General Service Enquiries

- Provide scheduled coverage for the RootsCS support line and other designated telephone or virtual service channels.
- Respond professionally and promptly to community and client inquiries.
- Document calls, requests, referrals and follow-up actions using approved systems.
- Provide information about RootsCS services and direct inquiries to the appropriate employee, program or external resource.
- Escalate urgent, sensitive or complex matters to the appropriate supervisor.

Partnerships & Stakeholder Collaboration

- Develop and maintain collaborative relationships with community organizations, schools, healthcare providers, social service agencies, and other stakeholders.
- Participate in community tables, meetings, and partnership initiatives.
- Support coordinated service planning and collaborative case management where applicable.
- Represent RootsCS professionally within the community and at external events.

Administrative & Reporting Responsibilities

- Maintain accurate records of outreach requests, scheduled events, staff participation, contacts, referrals and follow-up activities.
- Maintain Tax Clinic service records and documentation.
- Prepare outreach calendars, activity trackers, program statistics and reports.
- Track assigned deliverables and submit information within established deadlines.
- Assist with the preparation of outreach materials, reports, presentations and program updates.
- Maintain confidentiality and comply with privacy, funder and organizational requirements.

Team Collaboration & Organizational Support

- Participate in staff meetings, supervision meetings, training and professional development.
- Work collaboratively with the Manager, Strategic Initiatives and other RootsCS employees.
- Communicate work progress, challenges and outstanding deliverables to the supervisor.
- Follow reasonable instructions and complete assigned work within established timelines.
- Perform other reasonable duties related to the role and organizational operations as assigned.

Skills and Qualifications:

Education & Experience

- Diploma or Degree in Social Services, Community Development, Social Work, Human Services, Public Administration, or a related field.
- Minimum of 2–3 years of experience coordinating programs or delivering community-based services.
- Experience working within nonprofit, healthcare, settlement, mental health, youth, or social service sectors is considered an asset.

Community & Client Service Skills

- Strong understanding of culturally responsive, anti-oppressive, and trauma-informed approaches.
- Demonstrated experience working with Black, African, Caribbean, newcomer, and racialized communities.
- Excellent interpersonal, communication, conflict resolution, and relationship-building skills.
- Strong ability to support individuals facing systemic barriers and complex social needs.

Organizational & Administrative Skills

- Strong organizational, coordination, and time-management skills.
- Ability to manage multiple priorities in a fast-paced environment.
- Experience with case documentation, reporting, and program coordination.
- Attention to detail and ability to maintain confidentiality.

Technical Skills

- Proficiency in Microsoft Office Suite and Google Workspace.
- Experience with databases, scheduling systems, and virtual communication platforms.
- Social media, outreach, and communications experience is considered an asset.

Other Requirements

- Valid Ontario driver's licence and access to a reliable vehicle preferred.
- Ability to work flexible hours, including evenings and weekends when required.



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- Clear and current Vulnerable Sector Check required prior to employment.

Every employee is vital in advancing Roots Community Services Inc.'s mission. As a collaborative and inclusive organization, all staff members are encouraged to engage in special assignments, such as fundraising, strategic planning, and other activities that support the continuous growth and development of RootsCS.

Work Environment

All team members contribute to the ongoing growth and sustainability of Roots Community Services (RootsCS) by engaging in fundraising, strategic planning, and other organizational initiatives. Within a collaborative and inclusive environment, each staff member plays a vital role in advancing RootsCS's mission to deliver culturally responsive programs and services that inspire and empower individuals, families, and communities to thrive.