

Client Services Assistant

Position Summary

The Client Services Assistant provides administrative, program, and client support to ensure the smooth delivery of RISE Support Centre's client services. Working under the supervision of the Client Services Director, this position serves as the first point of contact for many clients while coordinating appointments, maintaining confidential records, supporting volunteers, and assisting with the day-to-day administration of client programs.

This role is ideal for someone who enjoys administration while also having a heart for serving women and families with compassion, dignity, and excellence.

Hours: 12-16/week

Rate: \$19-\$22/hour

Reports To

Client Services Director (CSD)

Staff Responsibilities

- Promote and uphold the mission, vision, values, and policies of RISE Support Centre.
- Demonstrate Christ-like compassion, professionalism, and integrity in all interactions.
- Be prepared to explain the Centre's services and programs to individuals seeking support.
- Attend staff meetings, training opportunities, annual vision planning day, programing and organization events as required.
- General office support as required.

Client Support and Administration

- Welcome clients and create a warm, caring, and confidential environment.
- Assist with client appointment booking and tracking.
- Conduct intake appointments within training and role expectations.
- Maintain appropriate documentation following every client interaction.
- Facilitate client program administration.
- Provide client support as directed by the CSD.
- Maintain confidential electronic and paper client files.

- Prepare client resources, information packages, and program materials.
- Track client statistics and assist with reporting requirements.

Volunteer Coordination

- Coordinate onboarding of new client services volunteers, assist with training and annual policy documentation.
- Schedule volunteer shifts in conjunction with Client Care staff.
- Maintain volunteer files and training records.
- Support volunteer appreciation initiatives.

Qualifications

Experience

- Committed Christian actively involved in a local church.
- Previous administrative, customer service, ministry support, or client services experience preferred.
- Experience working with vulnerable populations or in a helping profession is an asset.
- Sector relevant lived experience is considered an asset.

Skills

- Excellent organizational and time-management skills.
- Strong interpersonal and communication skills.
- Compassionate and welcoming demeanor.
- Ability to maintain strict confidentiality.
- Excellent attention to detail.
- Strong computer skills including Google Workspace, Microsoft Office and cloud-based software.
- Ability to manage multiple priorities.
- Ability to work independently and collaboratively.
- Strong written and verbal English

Values Alignment

- Supports and upholds the mission and vision of RISE Support Centre.
- Agrees with the Centre's Statement of Faith, Sanctity of Human Life Statement, and applicable Pregnancy Care Canada Core Documents.
- Demonstrates Christian maturity, integrity, compassion, and professionalism.
- Serves all clients with dignity, respect, and without judgment.

Additional Requirements

- Satisfactory Criminal Record and Vulnerable Sector Check.
- Legally entitled to work in Canada.
- Commitment to ongoing professional development.

How to Apply

Please send your resume and cover letter to:

info@risesupportcentre.ca

Application Deadline: August 14, 2026