



**Shine
Through
the Rain**
Foundation

Supporting
families through
life-threatening
illnesses.

TORONTO PROGRAM NAVIGATOR

Location: 329 Pasadena Drive, Keswick, ON L4P 2Z2.

Start Date: August 21, 2023, for 96 weeks (about 2 years).

Hours: 18 hours per week.

Position Suitable For: Entry-level social science, social work, health, administration, or related interests.

Context of the Role: This is a new part-time position created to help deliver our Toronto Program, by reviewing and processing client applications for our growing Toronto Program.

Reports To: Executive Director.

Responsibilities:

- Review and assess client applications.
- Connect with referring healthcare professionals for additional information and resources.
- Use program and administration software (i.e., Program Services Manager) – we will train.
- Monitor budgets.
- Draft letters and documents.
- Answer the telephone in a professional manner.
- Provide support to other staff with research, client testimonials, program statistics, and surveys.
- Assist with special projects.
- Other assignments as required.
- Attend networking engagements.

Skills:

- Sensitivity to client families experiencing financial, physical, and health challenges.
- Professional demeanor respecting the confidentiality of client and donor information.
- Positive attitude and willingness to learn.
- Strong in Microsoft Office (Excel, Word).
- Attention to detail.
- Strong customer service skills.
- Ability to work well with others.

To Apply Email:

skroon@shinethroughtherain.ca

with your resume and cover letter asap.

****Applications will be accepted until a suitable candidate is found.****