

The County of Dufferin is an upper tier municipality which sits on the fringe of the Greater Toronto Area, about 100 km northwest of Toronto. It is largely a rural county with three urban settlement areas. The region is well known for its rivers, rolling hills and excellent outdoor recreation opportunities. The UNESCO World Biosphere Reserve, the Niagara Escarpment and the world famous Bruce Trail, run through Dufferin offering spectacular vistas and hiking opportunities. Home to over 67,000 residents the area boasts fabulous restaurants, shopping and amenities. We are currently recruiting for a:

(HYBRID) PROGRAM ASSISTANT- HOUSING SERVICES

Permanent Full Time

JOB ID: C74-25	LOCATION: Hybrid - Remote and 30 Centre St., Orangeville
JOB TYPE: Permanent Full Time (Non-Union)	DEADLINE TO APPLY: 4:30 p.m. on December 17, 2025

Reporting to the Program Supervisor, Housing Services, the Program Assistant provides a wide range of program and administrative support services to staff and clients which support the delivery of Housing Services program.

What we can offer YOU!

- A competitive hourly wage ranging between \$34.55 – \$40.41 (January 1, 2025 Non-Union Pay Grid);
- Hybrid work arrangements
- Enrolment in our comprehensive health benefits program and defined benefit pension plan
- Access to Perkopolis; discount, reward and benefits program
- Access to an Employee and Family Assistance Program
- Unlimited access to live and interactive webinars offered by the Canadian Centre for Diversity and Inclusion (CCDI)
- A supportive and collaborative work environment.

What you'll do

- Provide excellent customer service (in-person and over the phone) by greeting visitors/clients, determining service required, responding to questions, scheduling/rescheduling appointments, and taking messages/re-directing to staff/agencies
- Make appropriate referrals to support clients (i.e. referrals to community housing, employment services, child care subsidy, external community agencies, etc.)
- Identify urgent needs (e.g., evictions, special priority housing)
- Provide clients with required program information, forms and applications and assist in completing the forms and applications where needed
- Perform data entry and changes into relevant database(s) to record and validate client information from phone calls and/or personal visits
- Prepare, update and maintain files for new applicants and existing applicants
- Act as a liaison for clients and work to empower clients to advocate for themselves
- Manage Centralized Waitlist (including SPP and BNL)
- Prepare and send correspondence as requested
- Provide coverage and support to team members
- Assist with onboarding of new employees
- Gather information for Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) requests
- Performs other duties as assigned which are related to the responsibilities of the job
- Process cheques/payments within prescribed timelines and complete monthly cheque runs for clients and service providers as required
- Track all program expenditures in Excel
- Upload all housing requests for payment, cheque requisitions
- Accept rental payments as required from tenants
- When required arrange banking deposits
- Other duties as assigned



What you'll bring

- Post-secondary certificate or diploma in Social Services, Human Services or a related field
- Minimum one (1) year demonstrated experience providing administrative support
- Previous customer service experience required
- Experience with data entry
- Exceptional customer service skills
- Ability to set up manual and computerized filing systems in accordance with Corporate Records Management
- Knowledge and understanding of supports required in servicing a vulnerable population.
- Knowledge of Rent Café
- Clear criminal reference check
- Valid Class G driver's license and access to reliable transportation required
- Suitable work from home environment including reliable high speed internet

The County of Dufferin strives to provide exceptional customer service to all its residents and visitors. To effectively do so, all positions at the County of Dufferin require a commitment to upholding the County's equity mandate through on-going and mandatory training and examining our day-to-day operations and impacts through an equity lens. Therefore, throughout the selection process, candidates will have demonstrated their ability to be anti-racist, equitable, inclusive, and respectful.

Ready to apply?

Interested applicants are invited to submit a resume and cover letter before the closing date and time to: hr@dufferincounty.ca

As an organization, we recognize the value of diverse perspectives and lived experiences, and the importance of creating an environment that embraces and supports these. We are committed to creating and fostering a workplace where all employees feel a sense of dignity and belonging. As such, we seek to attract, develop, and retain highly talented employees with a variety of identities and backgrounds, to better reflect the growing diversity of our region.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- First Nations, Métis and Inuit peoples, and all other Indigenous peoples.
- Members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin.
- Persons with visible and/or invisible (physical and/or mental) disabilities.
- Persons who identify as women; and
- Persons of marginalized sexual orientations, gender identities, and gender expressions.

We value the contributions that each person brings and are committed to ensuring full and equal participation for all in our workplace.

Your past does not define your future. A criminal record will not necessarily disqualify you from employment with us. We evaluate each application individually.

All applicants are thanked for their interest. Those chosen for next steps in the selection process will be advised by January 9, 2026. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection and will not be used for any other reason. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.