



THE YELLOW DOOR
LA PORTE JAUNE

JOB POSTING: Program Assistant, Generations

The Yellow Door is an intergenerational organization running programs and activities that promote mental and physical health and prevent urban social isolation amongst all ages. The Generations Program brings together youth volunteers and senior members in the hopes of facilitating interpersonal relationships, building seniors autonomy, and offering new perspectives to both parties.

The YD staff work as a close-knit team- every role is equally important in helping us carry out our mission in the community. We are looking for someone who is enthusiastic about the position, qualified to carry out the various responsibilities, and fits well with the rest of the team.

Under the supervision of the Generations Program Coordinator, the Generations Program Assistant will be responsible for assisting with various aspects of the Generations Program, including:

- Assessing and processing new senior members (in person at their home); completing members reassessments as needed.
- Contacting senior members (by phone), evaluating their needs, assisting as needed.
- Helping to coordinate all Generations services for seniors: Friendly Calls, Friendly Visits, Tech Help, Friendly Errands, Accompaniments, & assisted referrals; assisting seniors in-person (e.g. accompaniments, tech support, etc.) when volunteers are not available.
- Developing and/or maintaining links with other health & social service agencies (email, phone, community meetings); maintaining accurate records of local resources & other community organizations serving seniors.
- Assisting the Program Coordinator, when needed, with immediate/crisis interventions and incidents.
- Screening and training new Generations volunteers; matching volunteers with seniors; communicating with and supporting all existing volunteers in their various roles.
- Supporting volunteer recruitment, engagement, and performance evaluation; maintaining the online volunteer hub; identifying and implementing improvements to existing processes.

- Entering data and updating records for senior members and volunteers in the CRM; filling out monthly reports; assist with the collection of program data and statistics.
- Playing a role in organizing special events, including volunteer appreciation and social gatherings for members throughout the year.
- Assisting with the facilitation of annual surveys (e.g. data collection, evaluation, etc.)
- Maintaining transparency and communications with the Program Coordinator; attending staff meetings; working together with all other team members.

Qualifications:

- CEGEP diploma/Bachelor's degree in a related discipline (e.g. gerontology, social services, etc).
- Fluent spoken and written French and English is required.
- Fluent understanding of the Windows environment and MS Office software e.g. Word, Excel, PowerPoint, and Publishing, is required.
- Must be highly organized, able to prioritize and multitask, able to work independently, be creative and resourceful.
- Must be comfortable facilitating and leading communications with various groups (email, in-person, phone, community meetings, Zoom).
- Experience in volunteer management, managerial experience, and/or working with seniors or vulnerable populations, an asset.
- Experience with data entry, statistics, an asset.
- Driver's licence, an asset.

Learn more about the YD's Generations Program here: www.yellowdoor.org/generations

The contract is for 12-months with an anticipated start date of early February 2026; 30 hours/week (approximately 75% of hours in-person) with an hourly wage of \$22.04 to \$23.04 dependent upon experience; 6% vacation pay, plus paid office closures during holidays, personal days and flex time.

How to apply: Please send a one-page cover letter and resume, detailing your relevant experiences and interest in the position, to Rocio Barreno at generations@yellowdoor.org Applications are due before 9:30AM on Monday, February 9, 2026! Applications without cover letters will not be considered.