



JOB POSTING

Participant Support Assistant (Seasonal Position, 10 Weeks)

ABOUT PWA

PWA has a mission of engaging people living with HIV/AIDS in enhancing their health and well-being through practical and therapeutic support services and broader social change; and to inspire them to live into their dreams and discoveries.

We are currently seeking a friendly, highly motivated problem-solver to assist in a customer service and support role for our signature fundraising event: The Friends For Life Bike Rally. **This position requires at least one year of experience as a participant on the Bike Rally.** The Assistant will work on a hybrid model combining at-home and in-office hours, with in-office hours increasing as the event approaches. The Assistant is also required to attend the Bike Rally from Aug 6th-13th, travelling in a vehicle from Toronto to Montreal.

Assignment Dates: 10 weeks: June 5th, 2023 to August 13th, 2023

Hourly Wage: \$25.37 plus 4% vacation pay

Purpose & Accountability

The Assistant will work closely with staff and volunteer leadership to provide personalized support and customer service to all registered Riders and Crew. The Participant Support Assistant will work closely with the Special Events Officer and will report to the Development Manager.

Responsibilities

- Work with Development Staff to execute the Bike Rally event, including associated in-person and virtual events.
- Assist participants (especially newer ones) with accommodation, transportation, equipment & other issues.
- Act as the main point of contact for participant inquiries during the Bike Rally itself.
- Work with and support the volunteer Steering Committee.
- Assist with data entry and organization of participant lists using Excel.
- Support participant stewardship by email and phone.
- Provide support to overall Development Department activities as appropriate.
- 40 hours of work per week including some evenings and weekends.

Qualifications

- At least one year of experience as a participant on the Friends For Life Bike Rally is required.
- Experience in a high-pressure customer service role is an asset.
- Friendly and patient with strong self-motivation.
- Strong follow-up and attention to detail, while working in a fast-paced environment.
- Ability to work collaboratively with volunteers and staff.
- Excellent communication and interpersonal skills.
- Intermediate to advanced use of Microsoft Excel.
- Ability to problem-solve, work independently and perform under pressure.
- Understanding and knowledge of the complexity of issues relating to HIV/AIDS;
- Understanding and knowledge of anti-Black racism, anti-Indigenous racism, anti-oppression, greater and meaningful involvement of people living with and affected by HIV/AIDS (GIPA/MIPA), harm reduction, sex positivity and trauma informed care;
- Understanding of or lived experience of HIV/AIDS, 2SLGBTIQ, BIPOC, substance use, mental health challenges, homelessness, and/or the effects of poverty is an asset.



No Phone Calls Please. **Deadline for submissions is midnight May 26th, 2023**

Cover letter and resume may be submitted in confidence to Michael Reid, Development Manager
Please identify "2023 Logistics Assistant Application" in email subject line. Email to: mreid@pwatoronto.org
200 Gerrard St. E., 2nd Floor, Toronto ON M5A 2E6

PWA is committed to being an organization that reflects the communities we serve. We welcome and encourage applications from people living with HIV/AIDS, racialized persons, Indigenous persons, people of colour, persons with disabilities, and members of the 2SLGBTIQ and non-conforming gender communities.

Persons with disabilities who anticipate needing accommodations for any part of the application process may contact, in confidence, Michael Reid, Manager, Development, by email mreid@pwatoronto.org, or phone at 416-506-1400 ext. 241.