



3250 Schmon Parkway, Unit 1B
Thorold, Ontario L2V 4Y6
idhc.life

Posted Internally: Friday, March 6, 2026
Closed: Open until filled

Client Services Administrator

Join the IDHC Team

Are you passionate about supporting health and wellness in Indigenous communities? The Client Services Administrator is a vital part of IDHC, helping deliver programs in eye health, foot care, and traditional wellness services. In this in-person role, you will coordinate client appointments, organize program materials, maintain accurate records, support newsletters and calendars, and assist with events and outreach activities. You'll also provide general administrative support, take meeting minutes, and work closely with the Client Services team to ensure smooth program delivery and positive experiences for clients and community partners.

Key Responsibilities:

- Support Client Services programs by booking client appointments, performing reminder calls, and ensuring spaces are ready and clean.
- Assist with planning and delivery of holistic screening days and other community events.
- Prepare and organize event materials, promotional resources, and participant registration.
- Support newsletter content coordination, program calendar updates, and social media communications.
- Maintain electronic and physical client records, ensuring HIPAA compliance.
- Provide general administrative support, including filing, correspondence, meeting minutes, and office supply management.
- Collaborate with staff, community partners, and service providers to ensure smooth program delivery.
- Support outreach, annual events, and multi-level service events, including travel logistics for staff and providers.

Qualifications:

- College diploma in business administration or equivalent experience.
- Minimum 2 years in a similar administrative or program support role.
- Experience working with Indigenous communities/organizations in a health-related setting.

- Cultural Safety certification (San'yas or equivalent).
- Valid Ontario Driver's License.

Skills & Abilities:

- Strong attention to detail and accuracy.
- Excellent verbal and written communication skills.
- Ability to work under pressure, manage multiple priorities, and problem-solve effectively.
- Proficiency in Microsoft Office 365 (Word, Excel, PowerPoint).
- Ability to work independently and as part of a multidisciplinary team.
- Knowledge of Indigenous communities, culture, health, and diabetes is an asset.
- Ability to lift and transport boxes up to 50 lbs.

Working Conditions:

- **Location:** In-person at 3250 Schmon Parkway #1B, Thorold, ON. Applicants must reside in the Niagara Region. Indigenous applicants are encouraged to apply and will be given preference.
- **Hours:** Monday to Friday 8:30 a.m. – 4:30 p.m.
- **Start Date:** As soon as possible
- **Contract End Date:** March 31, 2027

To Apply: Submit your cover letter and resume to: hr@idhc.life

Deadline to Apply: Open until filled.