

Programs Administrative Assistant (30-Week Contract)

ABOUT RISE

Empowering People. Launching Ideas.

Rise is a Canadian not-for-profit that empowers individuals experiencing mental health, substance use and other addiction related challenges to transform their lives through entrepreneurship. We invest in people and their potential nationwide. Through training, business advising, mentorship, and other tailored supports, Rise enables individuals to learn the skills and access the capital they need to build a small business for meaningful employment, economic empowerment and personal well-being.

Since 2010, with the support of 675 volunteers, it has empowered 6,000+ people as entrepreneurs, strengthening communities across Canada. Rise has disbursed 1,000+ loans totaling over \$4.4 million.

Learn more in our [FY2026 Impact Report](#) and through some of [our clients' stories](#).

YOUR OPPORTUNITY

Are you organized, detail-oriented, and looking for an opportunity to contribute to meaningful, purpose-driven work? Rise is looking for a part-time Programs Assistant to provide administrative and operational support across our programs and help ensure clients have a positive experience as they move through their entrepreneurial journey.

This is a great opportunity for someone who enjoys staying organized, communicating with people, working with systems and data, and supporting a busy team.

KEY AREAS OF RESPONSIBILITY

Client & Program Support (40%)

- Respond to general inquiries from potential clients, partners, and other interested parties by email or phone, and refer them to the appropriate department where necessary.
- Coordinate general information sessions for new applicants, including scheduling, adjusting email templates, recording attendance, and sending out post-session emails.

- Coordinate workshops and bootcamps, including scheduling in Zoom, adjusting email templates, recording attendance, sending pre-session reminder emails and post-session emails, and processing feedback forms.
- Ensure information is accurately recorded and updated in Salesforce.

Loan Administration & Repayment Support (35%)

- Respond to inquiries from loan recipients and create and assign tasks to the loan administrator.
- Support loan repayment, including following up with clients on missed payments.

Program Operations (25%)

- Support the preparation and maintenance of program documents, presentations, and PDF materials.
- Provide administrative and operational support to the Programs team as needed.
- Contribute to projects and other tasks to improve processes and support the day-to-day operations of the program.

WHAT WE'RE LOOKING FOR

- Previous experience in an administrative, customer service, program support, or similar role.
- Strong organizational skills and attention to detail, with the ability to manage multiple tasks and deadlines.
- Strong written and verbal communication skills, with the ability to communicate professionally and warmly with clients and colleagues.
- Comfortable using technology, including email, Zoom, Excel spreadsheets, and Salesforce CRM.
- Ability to accurately enter, update, and maintain information and records.
- Strong follow-through and the ability to work independently while knowing when to ask questions or seek support.
- Ability to work collaboratively as part of a team and contribute to a positive, supportive work environment.
- Demonstrated interest in Rise's mission and commitment to supporting entrepreneurs who may experience barriers to traditional financing and employment opportunities.

ASSETS

- Experience working in a nonprofit, community-based, or client-serving organization.
- Experience working with individuals with lived experience of mental health and/or addiction challenges.
- Experience using Salesforce.
- Experience coordinating online workshops.
- Bilingual in English and French.

WHAT WE OFFER:

- A chance to do meaningful, purpose-driven work
- A high-trust and high-responsibility workplace where your ideas and initiative are welcomed
- A flexible hybrid work structure (GTA – 2 days/week in-office)

Rise is committed to employment equity and diversity in the workplace. We actively seek racialized and indigenous persons, people with disabilities (including people who have experienced mental health and addiction challenges), and additional diverse identities for our team.

APPLICATION DEADLINE:

While we thank all applicants for their interest, only those selected for interviews will be contacted. All applicants are advised that, where needed, accommodation for disabilities will be provided upon request. This includes accommodation throughout the recruitment process.

To apply for this exciting career opportunity, please send your resume and cover letter by **October 7**, to adingwall@risehelps.ca. Please include “Programs Administrative Assistant” and your name in the subject line. We will not be using AI to screen applications.

The total compensation for the 26-week contract is \$9,984, based on a two-day workweek (\$384 per week).