



Program Support Specialist (Maternity Leave Coverage) Full-Time

Comox Valley
Courtenay

Thursday April 23, 2026

\$31 - \$40/ hour (\$31.83 to \$32.47)

Company: Creative Employment Access Society

Website: <https://ceas.ca/program-support-specialist/>

Industry: Social Services

Remote/Camp Based Job: No

How to apply:

For details on duties, qualifications and how to apply visit: <https://ceas.ca/program-support-specialist/> **Only short-listed applicants will be contacted**

Attachment:

[CEAS - Job Posting - Program Support Specialist - Apr 2026 - COLOR_0.pdf](#)

Expiry Date:

Thursday, May 07, 2026

Details:

Creative Employment Access Society (CEAS) is a non-profit organization supporting job-seekers and employers across the Comox Valley. We are seeking a detailed-oriented and team-focused Program Support Specialist. Our diverse team values exceptional client service, strong collegial relationships, and a safe, inclusive, and respectful work environment for all. This is an in-office position at our Courtenay office. All workspaces, washrooms, and public areas are accessible. We are seeking a full-time Program Support Specialist (Maternity Leave Coverage) with excellent computer and client service skills and strong attention to detail. You will be interested in this position if you truly enjoy helping others achieve their goals, desire to work in a supportive and effective team, embrace variety and change, and have above average communications and interpersonal skills. We offer a generous compensation package that is reflective of the strong and varied skillset required. The starting wage is \$31.83 to \$32.47 per hour. Hours This position is 37.5 hours per week and will be under an averaging agreement for the following schedule: Monday, Tuesday, Thursday: 8:30 to 4:30 with ½ hour lunch Wednesday: 8:00 am to 8:00 pm with ½ hour lunch and ½ hour dinner break Friday: 8:30 to 12:30 Responsibilities: (Shared amongst the team) Case Management Support: •

Follow complex processes and document in the Integrated Case Management (ICM) System • Manage incoming referrals • Contact clients and administer Job Sustainment tracking program • Assist with Quality Assurance and maintain data integrity Self-Serve Centre Support: • Assist clients with use of computers and print materials for job search purposes • Inform clients about other relevant community services as appropriate Front Desk: • Answer phones and greet clients • Provide basic information about services available • Screen prospective clients for eligibility Scheduling: • Prepare monthly workshop and appointment schedule • Make changes to schedule on an ongoing basis to support work-life balance of all staff Other: • Backfill of other administrative tasks as needed • Other tasks as requested by Management

Qualifications & Experience:

Skill and Knowledge Requirements: • Above average client service skills • Strong computer skills with aptitude for learning new software • Demonstrated ability to task switch frequently and manage priorities • Demonstrated ability to follow complex procedures • Strong oral and written communication in English • Basic knowledge of key safety net programs such as Employment Insurance and BC Employment Assistance Other Desirable Skills: • Fluency in French or other second language would be a tremendous asset Hiring is contingent upon satisfactory completion of security screening and criminal record check. CEAS will provide the successful candidate with the documentation and payment required to obtain the criminal record check.
