



<b>Job Title</b>	HR & Office Administrator
<b>Reports to</b>	Manager, People, Culture & Administration
<b>Incumbent</b>	
<b>Date Issued</b>	March 2, 2026

At Support House, we open doors, minds, and possibilities. We build opportunities, we inspire change, and we transform health care. We believe everyone deserves support.

Support House is directed by our core values. They guide our agency's decisions and actions, unite our staff, define our brand, and inspire our culture. We connect by building meaningful relationships. We put people first by supporting them to direct their own path. We focus on holistic wellness. We foster engagement through designing housing, supports and the system together.

Support House offers supportive housing, primary care, community outreach, peer support, and building system capacity.

### **Diversity, Equity, and Inclusion**

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Support House is committed to leveraging diverse backgrounds, experiences, and perspectives of our employees in order to provide services to an equally diverse community and encourages applications from all qualified candidates.

### **The main purpose of this position**

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The HR & Office Administrator provides administrative and coordination support to the People & Culture function and helps support the smooth day-to-day operation of corporate administrative processes.

This role supports recruitment, onboarding, employee documentation, HR record management, and general office coordination. The position also assists with internal communications, meeting logistics, and administrative processes that support the broader organization.

Working closely with the Manager, People, Culture & Administration, the HR & Office Administrator helps maintain organized systems, ensures timely completion of administrative tasks, and contributes to a positive and well-coordinated workplace environment.

### **Responsibilities**

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#### *Human Resources Administration*

- Support recruitment processes including posting positions, coordinating interviews, and communicating with candidates.
- Prepare onboarding documentation and coordinate new employee onboarding processes.

- Maintain accurate and confidential employee records and HR files.
- Assist with preparation of employment letters, contract updates, and HR documentation.
- Track employee training, certifications, and probationary review timelines.
- Support benefits administration processes, including enrolments and changes.
- Assist with HR reporting and data tracking related to staffing, leave, and other HR metrics.
- Maintain HR templates, forms, and documentation.
- Provide administrative support for performance management and employee engagement initiatives.

#### *Office Administration & Organizational Support*

- Support the coordination of meetings, including scheduling, preparation of materials, and minute taking as required.
- Maintain office supplies and coordinate orders for administrative or operational needs.
- Ensure a clean, safe, and well-maintained office environment, including participating in the Joint Health and Safety Committee.
- Assist with coordinating internal communications and document distribution.
- Support organization of staff meetings, training sessions, and internal events.
- Maintain organized digital and physical filing systems for corporate documents.
- Assist with general administrative tasks that support the Leadership Team and organizational operations.

#### **Knowledge and skills necessary to be successful in this role**

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- Post-secondary education in Human Resources, Business Administration, Office Administration, or a related field.
- 1–3 years of experience in an administrative or HR support role.
- Experience working in a non-profit, health, or social services environment considered an asset.
- Strong organizational and time management skills.
- High attention to detail and ability to manage multiple tasks simultaneously.
- Strong interpersonal and communication skills.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Proficiency with Microsoft Office and common administrative software systems.
- Ability to work independently while collaborating effectively with others.

#### **Working conditions**

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- This position follows a hybrid work model, requiring three onsite days per week.
- The role involves handling confidential employee and organizational information.
- Occasional flexibility may be required to support recruitment processes or organizational activities.