



HARD FEELINGS MENTAL HEALTH
hardfeelings.org / @hardfeelingsto

Position Title: Program and Administrative Assistant

Start Date: June 1st, 2026

End Date: August 28, 2026

Hours: 4 days per week (Monday through Friday)

Occasional evening and weekend work may be required

Wage: \$23/hr | 32 hrs/wk | 13 weeks

Location: This role is an in-person role at our 353 Church Street location

Reports to: Manager, People & Data

Role description:

This position will support the organization by providing administrative and programming support to clinical, navigation, and community-based storefront services.

Specifically, this successful candidate will:

Program Space Upkeep & Administration (approx. 10hrs per week)

- Welcome visitors into our community space;
- Engage in conversation and build rapport with visitors;
- Provide visitors with information about our model and services;
- Direct visitors looking for service navigation to the appropriate volunteer or staff member;
- Assist visitors in finding relevant for-purchase resources and library materials;
- Conduct sales and library check-outs;
- Record community engagement data using forms and other tools;
- Maintain and refresh our physical program space at 353 Church Street. Duties include:
 - Watering plants
 - Light cleaning of tables / common areas
 - Merchandising, as needed
 - Some light lifting required

Resource Hub & Library Upkeep (approx. 10hrs per week)

- Support the design and roll-out of a resource hub in the storefront;
- Edit and collate navigation materials for website and print;
- Maintain our mental health library, ensuring resources are properly reshelfed and organized

● Programming support (approx. 12hrs per week)

- Co-lead drop-ins and other community-based programs in the storefront;
- Ensure participants check in to programs;
- Support tabling events at various locations within the GTA;
- Support community partners who are delivering programs in our space;
- Other duties as assigned

QUALIFICATIONS

You are a team player who can readily engage in conversation and make people feel welcome. You have a keen eye for detail and think critically about the impact of your work on others, and the communities you are serving. You are warm and engaging, capable of building strong relationships quickly with diverse groups of people.

The ideal candidate will:

- Have some familiarity with community organizations, non-profits, or the mental health sector;
- Be comfortable engaging in conversations about mental health with anyone, including individuals who may be struggling;
- Demonstrate excellent interpersonal and communication skills and a professional demeanor;
- Ability to respond to and de-escalate occasional challenging interpersonal interactions with members of the public through a trauma-informed lens ;
- An understanding of the mental health landscape in Toronto, and Ontario;
- Knowledge of and experience using Shopify, with cash handling experience;
- Friendly and non-judgemental, with mature interpersonal skills to foster a welcoming environment.

APPLICATION PROCESS

Submit a resume and cover letter in one document, with the subject heading **Program & Administrative Support**, to Martin Seal at martin@hardfeelings.org

Applications will be considered as they are received.

ABOUT US

Hard Feelings is an innovative mental health organization based in Toronto. Our mission is to bring innovation to the mental health sector that reduces barriers and increases access to stronger mental health. We work with mental health professionals, community members, and partners to facilitate the delivery of low-cost psychotherapy, curate mental health resources, and foster conversations that fight stigma.

As an employer, Hard Feelings Mental Health is committed to building and sustaining an equitable and inclusive working environment. We encourage and actively seek applications from Indigenous, Black, racialized people, visible minorities, 2SLGBTQIA+ persons, all genders,

and persons with disabilities. Requests for accommodation due to disability can be made at any stage in the recruitment process.

NOTE: To avoid dual relationships in our community of practice, there are some positions that may not be open to former clients of current counsellors or counsellors on leave. If you have questions about this or whether this applies to you, please reach out to Kate Scowen at kate@hardfeelings.org. If you disclose being a previous client, we will aim to maintain confidentiality and respect for your privacy.

We thank all applicants for their interest but only those selected for further consideration will be contacted. **Please do not call regarding this position.**