Student Association of George Brown
Part Time On-Campus Opportunities

Job Title: Health Support Staff
Reports to: Senior Coordinator, Health Benefits
Department/ Program: Health Benefits Program
Job Type: Part-time, Temporary Support Staff

Location of Work: GBP Campuses (Casa Loma, St. James, Toronto Metropolitan University, Waterfront Campus and all affiliated to GBP and Student Association), Remote work where applicable

Will Train Applicant(s): Yes
Travel Required: Yes
Hours: up to 15 hours per week
Rate of Pay: $18.95 per hour
Position Type: Part-Time Temporary Contract
End Date: April 28, 2027
Number of Vacancies: multiple positions available
Posting Expires: or until position is filled

How to Apply

1. Applicant must submit a PDF version of their cover letter AND résumé to hiring@sagbc.ca Subject Line: <your name>: Health Benefits Support Staff Application
2. Complete the following SparkMeet video interview: Health Benefits PT SparkMeet Video

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About the Student Association & Its Program offerings
The Student Association is your student union representing the interests of all George Brown Polytechnic students. The Student Association focuses on representation, advocacy, delivery of services and the operation of businesses to support its overall mandate.

We're here to be the bridge between the students at GBP and the institution itself by listening to your concerns, advocating for students, and providing access to necessary services like Health Benefits, the Community Care Hub, and the Student Nutrition Access Program, events and recreation, clubs, academic support, and legal services.

Job Overview
The SAGBC Health Benefits Program offers comprehensive health and wellness support to students, including access to on-campus and virtual clinics, health plan coverage, and information and referral services. The program is designed to ensure students can easily access care, navigate their health benefits, and connect with appropriate providers to support their physical, mental, and emotional well-being.

As a Health Benefits Support Staff member, you will provide front-line customer service to students, college personnel, and external guests across various campuses and satellite locations.

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Key Functions:

- Provide in-person service, by phone, in person and virtually online.
- Provide superior customer service while greeting students and guest and respond or referral on benefit inquiries,
- Engage in providing health referrals as directed,
- Delivery of judgement free front line and professional health support in a confidential manner
- Assist students with the health benefit policy and processes,
- Administer resource materials as directed to students
- Promoting Student Association health benefit program broadly and health and wellness campaigns.
- You will promote the health and benefit program on campus and at special events
- You will also provide administrative support to SA employees as directed.

General Responsibilities:

- Provide superior in-person service to all visitors at the SA Health Benefits table office and Cleveland Clinic Canada pods on campus.
- Communicate professionally via phone and online platforms (e.g., email, live chat) while delivering accurate SA Health Benefits information.
- Work collaboratively with full-time health benefits staff, following direction on delegated tasks and assignments.
- Respond to inquiries by answering questions, directing concerns, and providing support related to health benefits programs.
- Educate students about the health plan, assist with accessing their coverage, and connect them with appropriate health benefits providers.
- Promote health benefits programs and SA events (including orientations and campus engagement opportunities) while interacting with students at tabling events.
- Support virtual clinic operations, including disinfecting equipment used by students and maintaining cleanliness of clinic spaces, while promoting virtual healthcare services.
- Maintain cleanliness and organization of physical health benefits spaces.
- Organize and manage filing systems (both physical and digital), as well as office supplies and inventory.
- Track and report data related to student engagement and services, including maintaining statistics and survey information.
- Ensure effective communication and information sharing with department staff and the program coordinator.
- Foster a wellness-centered environment that supports students' mental, physical, and emotional health.
- Participate actively in training sessions, meetings, and professional development opportunities.
- Support SA staff with additional projects and tasks as assigned.
- Attend orientations, events, and activities to promote the health benefits program.
- Other duties as assigned as required.

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You Have:

- Outgoing and comfortable engaging with students to promote the health benefits program
- Experience in customer service, support or reception roles, (e.g., hospitals or clinics) is considered an asset.
- Flexible and proactive, with the ability to adapt to evolving student needs and challenges.
- Knowledge of basic hygiene and sanitation practices, particularly in a clinical or virtual care setting.
- Strong written and verbal communication skills.
- An active listener who demonstrates compassion, empathy, and effective conflict resolution skills.
- Professional and courteous communication skills across phone, email, and live chat platforms.
- Proficiency in computer applications, including Microsoft Office (e.g., Word, Excel).
- Ability to engage students with varying levels of awareness and understanding.
- Reliable and accountable, with a strong commitment to completing tasks responsibly.
- Able to work independently with minimal supervision while contributing effectively as part of a team.
- A respectful and inclusive approach, treating all individuals with dignity.
- A general understanding of conflict de-escalation techniques.
- Strong attention to detail and prioritization skills, with the ability to manage multiple tasks, work under pressure, and meet deadlines.
- A strong understanding of the Student Association and the values of the Student Association of George Brown College.
- Work, volunteer, or educational experience in health and wellness and/or mental health support.
- Experience working with marginalized or underserved communities.

Required:

- Full-time GBP students enrolled in 2026-2027 prioritized, or GBP part-time students and/or recent grads/alumni.
- Availability - You must be available for an organization wide full-day training on August 18th and 19th. Job offer/continued employment is contingent on availability. You must be available to work a minimum of 3-hour shifts. Typical shifts occur Monday through Friday, 10 am-4 pm.

Student Association Vision: Students are empowered to influence a just world.

Mission Statement: We are committed to supporting each other and the students of George Brown Polytechnic in the struggle for students' rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.

Commitment to Equity: The SA is committed to employment equity and encourages applications from historically underrepresented groups to apply.