



JOB PROFILE

Job Title	Program Assistant
Department	Programs
Location	Winnipeg, MB, or Waterloo, ON – Remote and hybrid options available
Classification	Permanent, Full-Time (36.25 hours/week)
Salary	\$55,081 - \$67,320
Reports to	Director of Humanitarian Programs & Director of Development Programs
Closing Date	April 24, 2026

About CLWR

We're one of Canada's oldest, most trusted humanitarian agencies, but a lot of days, working here feels like a startup. We hope to be the best of both, and we also want CLWR to be the best employee experience you ever have.

We work on some of the most urgent global challenges of our time, facilitating a Canadian response to some of the bleakest situations in the world — like wars in Gaza, Sudan and Ukraine, hunger in South America and East Africa, and refugee crises worldwide.

Like many other international relief and development organizations, we're facing big challenges of our own and navigating serious uncertainty. We're meeting that moment by taking big swings to expand our ability to make a real difference in the world. In our 80th year, we're evolving aggressively with new approaches that are transforming how we work. We combine the nimbleness and optimism of a start-up with the resilience, legacy and partnerships of a storied faith-based movement. We're just the right size to have resources to work with, without endless bureaucracy slowing us down.

Our team is made up of the incredible people who have built a culture of conviction and competence. They're energetic, creative and passionate in their work for a world where people live in justice, peace, and dignity. Whatever your religious background, abilities, race, gender identity, or sexual orientation, if you can match that energy, you'll be a great fit here.

We're sure this can be your dream job – a chance to dedicate your talents to a more just world while being treated and valued as a whole person with a life outside of work: flexible hours, generous compensation, Fridays off in July and August, 100% employer-paid benefits premiums, 8% RRSP matching, and openness to remote and hybrid work arrangements that suit your life. And maybe most importantly, we offer an environment of respect and support from peers and supervisors, and the chance to work with a really special group of people who will no doubt turn into lifelong friends. The folks we partner with across The Lutheran World Federation, Canadian Foodgrains Bank, Humanitarian Coalition, and the Manitoba Council for International Cooperation are all pretty great, too.

We're growing our team to meet growing challenges, and we couldn't be more excited. Join us.



Canadian Lutheran World Relief

About the role

With supervision and support from the Co-Directors of our Program Team, the person in this role will bolster the operational and administrative capacity of CLWR's programs as we grow, diversify our funding base, and improve how we manage information and reporting. A major focus in the first year will be supporting the rollout of a new Programs Information Management System (our internal "database"). This includes helping to organize and populate program information, supporting staff orientation and adoption, and maintaining data and documents in a way that makes it easier to find what we need and to roll up program-wide learnings and results.

The Program Assistant will also take ownership of key administrative and coordination functions, including coordinating and formatting internal and Board-facing reporting, supporting team logistics for retreats, meetings, and other events, and helping keep key templates and program procedures current and well organized. The role will also support routine coordination tasks that keep the Programs Team running smoothly, with a focus on reliability, consistency, and follow-through.

While the balance of responsibilities will evolve over time, we anticipate that the first year will be weighted toward database rollout and implementation, with a gradual shift toward wider departmental administration and support functions. Estimated time allocations are shown in the table below for the first year of employment (Y1) and for the second year and beyond (Y2+).

About the person we're looking for

We're looking for someone who is highly organized, system-minded, and motivated by the challenge of making a busy programs team run well. They bring a few years of experience in program coordination or administration or a related role, and they're comfortable juggling multiple priorities while keeping an eye on details. They enjoy building order out of complexity, tightening up workflows, coordinating logistics and events, and ensuring information is organized, reliable, and easy for others to use.

They have strong computer skills and are confident working in Microsoft 365 (especially Word and Excel), with a track record of producing clean, well-formatted documents. Experience supporting the adoption of an information management system, database, CRM, or shared document repository would be a strong asset. They communicate clearly, work well with people at different levels of seniority, and are comfortable coordinating inputs from busy colleagues and partners.

This role is highly collaborative and will suit someone who is proactive, dependable, and comfortable learning as they go. They handle sensitive information with discretion, take feedback well, and are ready to contribute to a team culture that is respectful, inclusive, and aligned with CLWR's faith-based mandate.

Fluency in English is required; French or another language would be an asset. And of course, they must be eligible to work in Canada. Given the nature of reporting cycles and occasional events, we'll need



someone who is open to some flexibility in their working hours from time to time, though travel is expected to be limited, if required at all.

Sound like you?

This will be a challenging job, but you would be well supported by experienced colleagues and by an organization that is committed to building the systems and partnerships needed to deliver high-quality work around the world.

KEY RESPONSIBILITIES

Description	% of Time
<p>Program Data & Information Management</p> <p>With ongoing guidance from the Co-Directors, coordinate the rollout and ongoing maintenance of a new information management database, including:</p> <ul style="list-style-type: none"> • Support Co-Directors with research of database options and initial procurement • Coordinate with Co-Directors to ensure the database is structured and maintained in a way that enables quick, reliable use of program data for donor reporting, proposal development, internal learning, and results communication • Develop and execute a plan for initial importing of all relevant data into the database and a plan for archiving the rest • Training and onboarding Programs staff to the database and its features/functions • Ongoing maintenance of the database, including regular quality control checks and coordinating with Program Managers to ensure accuracy and completeness 	<p>Y1 - 60% Y2+ - 40%</p>
<p>Program Administration</p> <ul style="list-style-type: none"> • Coordinate the assembly of quarterly Board Reports, including templating, aggregating team input, formatting, editing, and filing • Coordinate timesheet workflow for the department, including regular reminders to staff, answering staff questions as needed, collecting and organizing timesheets for Co-Director review and sign-off, and archiving • Coordinate logistics for team retreats, meetings, and travel or other events, including vendor and venue bookings, day-of coordination, agenda preparation (as needed), minute taking, and other duties as requested by Co-Directors • At the direction of Supervisors, maintain and coordinate a review cycle for templates and internal procedures relating to contracting, partnership agreements, procurements, etc. • Support Supervisors and Program Managers with compiling and organizing project documentation (ex. invoices, contracts, receipts, reconciliations, etc.) • Maintain CLWR’s institutional profile with GAC and other donors, as needed • Maintain internal documentation and donor relationship tracker related to programs and partnerships, ensuring information is organized, accessible, and consistently updated to support donor stewardship actions. 	<p>Y1 - 30% Y2+ - 50%</p>



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Description	% of Time
Other Organizational Tasks <ul style="list-style-type: none">• Contribute to various initiatives as requested by Co-Directors• Participate in team meetings, learning initiatives, and strategic planning sessions.	10%

You can apply by submitting a single PDF document including a cover letter and resume to hr@clwr.org

Closing date is April 24, 2026. Please quote "Program Assistant" in the subject line of your email. We look forward to connecting with applicants shortlisted for interviews.