Job Title:	Volunteer/Program Support
Reports to:	Clinical Manager
Effective Date:	June 1, 2018
Status:	Full-Time, Contract (1.0 FTE) 10 months with possibility of extension
Location:	Wasaga Beach

The North Simcoe Muskoka Self Management Programs is a regional program that supports individuals living with chronic conditions in the North Simcoe Muskoka Local Health Integration Network (Muskoka, Orillia, Barrie, Midland/Penetanguishene, Wasaga Beach/Collingwood). The program is housed by the South Georgian Bay Community Health Centre in Wasaga Beach.

The program includes workshops for healthcare providers (Choices and Changes, Brief Action Planning, and other motivational interviewing training) and workshops for individuals living with chronic conditions (Living a Healthy Life with Chronic Conditions/Pain/Diabetes/HIV, etc.). More information can be found at www.nsmselfmanagement.ca.

JOB SUMMARY

Reporting to the Clinical Manager, the Volunteer/Program Support will work with the North Simcoe Muskoka Self Management Program team to provide overall support for the various workshops and trainings, including supporting the volunteers that facilitate the Living a Healthy Life workshops.

MAIN ACTIVITIES

Duties and Responsibilities

- Overall support for the North Simcoe Muskoka Self Management Programs (Living a Healthy Life with Chronic Pain/Conditions/Diabetes/HIV, Choices and Changes, Brief Action Planning, etc.), including coordination of workshops for individuals, training of peer-leaders (volunteers), event planning for trainings for healthcare providers, and etc.
- Support the 60+ volunteers that facilitate the Living a Healthy Life workshops across the region
- Marketing for the workshops for individuals and other trainings - Attend health fairs and conferences as needed, schedule newspaper print advertisement, monitor social media, create posters, update website, etc.

- Prepare and organize materials and workshops in the North Simcoe Muskoka region
- Assist with the coordination of peer leader workshops, healthcare provider trainings, and other training sessions on an ongoing basis
- Respond to email and phone inquiries regarding registration and referrals for workshops
- Support program evaluation activities including data compilation, presentation, financial management, and reporting to the Local Health Integration Network
- Book meeting rooms and catering, both internal and external
- Process expenses and monitor budget
- Input workshop statistics into tracking document
- Support the preparation of quarterly and annual reports
- Other duties as assigned
- Ability to travel to offsite meetings to assist the team as required
- Work with other community contacts/partners and program participants as required

JOB REQUIREMENTS

Education:

- University Degree or College Diploma in any relevant subject (ex. Health, human resources, marketing/communications, administrative studies, health promotion, non-profit management, etc.)

Knowledge/Experience:

- Experience in an program support role
- Experience in healthcare community initiatives or program
- Demonstrated understanding of principles of self-management and self-management support
- Experience working with individuals with chronic conditions or understanding or chronic conditions is considered an asset
- Experience working with marginalized populations is considered an asset
- Experience coordinating and supporting volunteers is considered an asset
- Previous training in a North Simcoe Muskoka Self Management Program workshop preferred, or a willingness to participate in a 4-day peer-leader training

Skills:

- Excellent verbal and written communication skills

- Independent, quick learner, excellent attention to detail and problem solving skills
- Excellent time management skills and the ability to prioritize work
- Strong organizational and interpersonal skills with the ability to multi-task
- Proficiency in MS Office (Word, PowerPoint, Excel)
- Working knowledge of office equipment (e.g. printer, scanner and fax machine)
- Ability to work effectively alongside a variety of stakeholders (volunteers, professional staff, management etc.)
- Volunteer coordination
- Strong interpersonal skills to work with diverse client groups with varying levels of comprehension and language capability
- Ability to organize, prioritize and multitask efficiently
- Financial literacy
- The Community Health Centre (where the North Simcoe Muskoka Self Management Program is located) is a busy environment that can be frequently noisy and interruptive. The incumbent will need excellent organizational, time and stress management skills to complete the required tasks

Salary Range: $21/hour, 37.5 hours/week

To Apply: Submit a cover letter and resume to Erika Haney at Erika.haney@sgbchc.ca

Deadline: Applications will be considered as they are received

The SGBCHC is an equal employer and encourages applications from people with barriers to accessibility. Accommodations are available upon request for candidates taking part in all aspects of the selection process.