

1. JOB IDENTIFICATION

Job title: **NATIONAL COMMUNITY PROGRAMS MANAGER**
Position of immediate superior: Chief Executive Officer (CEO)
Date written: 17-10-2022

The Canadian Hemophilia Society's mission is to advocate to improve the health and quality of life for all people in Canada living with an inherited bleeding disorder until cures are universally available through:

- Care and treatment advocacy and programs
- Support and education initiatives
- Research support
- Safe and secure blood supply advocacy

2. SUMMARY OF DUTIES

Reporting to the CEO, the Canadian Hemophilia Society (CHS) National Community Programs Manager is responsible for:

- creating, developing, implementing, and evaluating the inherited bleeding disorder care and treatment advocacy and capacity-building programs;
- working in close collaboration with the CEO and chair of the Care and Treatment Committee to ensure that these programs meet the needs of the health care team members and CHS provincial chapters;
- providing professional and logistical support to the CHS Care and Treatment Committee, as well as the Canadian Association of Nurses in Hemophilia Care (CANHC), the Canadian Physiotherapists in Hemophilia Care (CPHC) and the Canadian Social Workers in Hemophilia Care (CSWHC); and
- working in close collaboration with other CHS staff members.

3. WORKING CONDITIONS

- Salary is commensurate with experience and qualifications, in a range between \$50,000 and \$60,000, along with benefits, a flexible work environment and a workplace culture committed to personal well-being and psychological safety.
- This role is based in downtown Montreal and the successful candidate may have the ability to work remotely in accordance with the organization's policies and procedures dealing with remote and/or hybrid work arrangements in effect.
- Comprehensive benefits package: medical and paramedical expenses coverage, long-term disability insurance, dental insurance, paid sick leave, travel insurance, vision care insurance, vacation, years-of-service recognition.
- Adaptability and availability for occasional evening and weekend activities (follow up with stakeholders in different time zones, committee teleconferences, conferences and workshops).
- Some travel to meetings may be required within Canada.
- Four or five days/week; to be discussed.

4. RESPONSIBILITIES

- Manage the Care and Treatment programs which aim to ensure optimal and evidence-based standards for comprehensive care for all people with inherited bleeding disorders through their lifespans.
- Collaborate with health care providers and CHS provincial chapters on multiple issues such as the Canadian Bleeding Disorders Registry, standards of care, health access issues, capacity-building trainings and workshops.

4.1 Inherited bleeding disorder programs related to care and treatment

- Identify needs of members (CHS chapters) related to inherited bleeding disorder issues.
- In collaboration and consultation with the CHS National Communications Manager, plan the organization's educational materials and programs.
- Develop and implement national educational workshops and conferences for patients/families and bleeding disorder treatment centre health care providers.
- Develop and implement national support programs to meet the needs of people with an inherited bleeding disorder and their families.
- Assist chapter volunteers and staff with the implementation of CHS support and capacity-building programs.
- Provide administrative, organizational, and evaluation support to the Care and Treatment Committee (e.g., organize committee meetings, teleconferences, preparation of agendas, minutes, performance plans, reports, etc.).

4.2 Support to health care providers

- Provide administrative and organizational support to the Canadian Association of Nurses in Hemophilia Care (CANHC), the Canadian Physiotherapists in Hemophilia Care (CPHC) and the Canadian Social Workers in Hemophilia Care (CSWHC).
- In collaboration with the CHS Chief Accountant, administer CANHC, CPHC and CSWHC funds and provide regular financial reports.

4.3 Stakeholder relations

- Assist the CEO in maintaining an effective relationship with the organization's corporate sponsors through effective reporting of program activities.
- Support the CEO in the development of grant proposals, in collaboration with other staff, for funding from corporations, foundations, various levels of government, and other funders.

5. JOB PREREQUISITES

5.1 Qualifications

- A Bachelor's degree in human, social or health sciences, or in a relevant discipline.

5.2 Experience

- Three to four years' management experience in the not-for-profit sector, with expertise in planning and implementing programs.
- Experience in problem-solving, consensus building and advocacy, with the ability to listen, think creatively and solve challenges in a timely manner.
- Project management experience, taking ideas from concept to implementation, while establishing goals, setting priorities, developing action plans, budgets, policies/procedures and evaluation tools.

5.3 Special knowledge and skills

- Capacity for analysis, synthesis, attention to detail and decision making.
- Excellent presentation, verbal and written communication skills.
- Understanding of best practice strategies in advocacy and government relations.
- Excellent administrative skills and a proven ability to work collaboratively with staff, volunteers and external partners.
- Flexibility with changing priorities and ability to remain focused to meet targeted timelines.
- Strong oral and written English and French skills.