

## Program Assistant Job Description

**Title:**  
Program Assistant – Hospice Orillia

**Reports to:**  
Community Engagement Lead

**Classification:**  
Permanent, Full-time (35 hours/week)

**Date:**  
November 27<sup>th</sup>, 2017

### **Purpose:**

To support the successful operations of Hospice Orillia, by engaging in fund development, volunteer management and by assisting the Hospice Orillia staff with program promotion and implementation.

### **Responsibilities:**

#### **Volunteer Support:**

- Scheduling interviews and mandatory training/orientation for prospective volunteers
- Maintaining volunteer personnel files by ensuring volunteers complete all mandatory prerequisites for their position (as determined by HPCO standards), tracking ongoing mandatory training and collecting/inputting volunteer hours into *Canesto*
- Providing clear communications with volunteers by developing and sending out a regular (monthly) volunteer newsletter
- Helps to facilitate/coordinate the ongoing recruitment, training, support and recognition of Hospice Orillia volunteers along with other Hospice Orillia staff members

#### **Fund Development Support:**

- Ensures Hospice Orillia donors and supporters are recognized by including entering all donations into Canesto; identifying donors requiring additional communication; generating receipts for donations
- Creates and distributes a bi-annual donor newsletter to update HO supporters of milestones in services/programs
- Works with the Community Engagement Lead to develop and implement the Annual Appeal for Funds
- Takes a lead role in coordinating fundraising events such as Hike for Hospice and Community Tag Days.
- Acts as a Liaison with third-party fundraisers to provide support and information as deemed necessary
- Ensures that proper documentation and reporting is completed as required by the City of Orillia and the OLG for Bingo and Nevada Fundraising
- Works in partnership with the NSMHPCN Administrative Assistant to manage HO financial deposits, recording and reporting

### **Event Planning:**

- Assists with organizing Hospice Orillia events including Candles of Remembrance; Gardens of Remembrance; Volunteer meetings. Supports staff by arranging venues; ordering catering and other supplies.
- Follows the Hospice Orillia communication plan by developing promotional items for Hospice Orillia programs and events such as social media posts, flyers, etc. using *Canva* software (or *Adobe Illustrator*)

### **Program Support:**

- Uses Asana software to assist Hospice Orillia staff with project/task management
- Sends out stakeholder surveys and evaluation surveys using *SurveyMonkey*
- Responsible for inputting volunteer contact information into *Constant Contact*, *Canesto* and *Tyze*
- Coordinates logistics of regular HO meetings through *Doodle* requests and by recording minutes
- Supports Hospice Orillia team in completing necessary requirements for HPCO Accreditation
- Responsible for the training, coordination and support of Hospice Orillia office administration volunteers

### **Skills and Personal Traits:**

- Very organized
- Excellent communication skills – typically obtained through post-secondary education in a relevant field
- Knowledgeable about the Orillia community
- Exceptional Computer/IT proficiency

### **Competencies:**

1. Communication and Interpersonal Skills
2. Organization Skills
3. Problem Solving
4. Computer Literacy
5. Microsoft Excel, Word and PowerPoint
6. Multi-Tasking Ability

### **Supervisory Responsibility:**

This position has no direct supervisory responsibilities.

### **Work Environment:**

This job operates in a professional office environment. This role routinely uses standard office equipment such as laptop computers, photocopiers and fax machines.

**North Simcoe Muskoka Hospice Palliative Care Network**

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PH: 705-325-0505 FX: 705-325-7328

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This position involves regular supervision and requires communication with internal and external stakeholders. This position also involves communication with external clients, volunteers and community members, vendors, the LHIN and Board members.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The physical demands involve minute taking, working in a fast paced environment, sitting for extended periods of time and work on a computer.

While performing the duties of this job, the employee is regularly required to talk or hear. Specific vision abilities required by this job include close vision and ability to adjust focus. This would require the ability to lift files (up to 25lbs), open filing cabinets and bend or stand on a stool as necessary.

If accommodation is needed, please notify the Manager of Operations.

**Position Type/Expected Hours of Work:**

This is a full-time position. Days and hours will be determined with the Community Engagement Lead. Occasional evening and weekend work may be required as job duties demand. The duties of this job are subject to change.

**Travel:**

Minimal travel is required for this position. A valid drivers' license and car is preferred but other means of transportation coordinated by the employee would be acceptable.

**Required Education and Experience:**

1. College diploma in combination with significant experience.

**Preferred Education and Experience:**

1. Experience in a non-profit organization and/or in a governmentally regulated organization
2. Experience managing confidential health care information
3. Experience with managing one's own schedule
4. Experience with Microsoft programs, websites and social media
5. Experience managing confidential health care information including knowledge of PHIPA

**Work Authorization/Security Clearance (if applicable):**

1. Police Record check
2. Vulnerable sector check
3. Verification of Educational qualifications

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**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Equal Opportunity Statement:**

NSMHPCN is committed to the philosophy of equal opportunity employment and does not discriminate against any employee or applicant on the basis of race, color, ancestry, age, religion, sex, sexual orientation, gender identity or expression, nation origin, disability, medical condition, marital status, veteran status, or other non-job-related criteria.

NSMHPCN is an equal opportunity employer. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code, individuals requiring accommodation during the application/recruitment process should advise Human Resources so arrangements can be made. All personal information is collected under the authority of the Freedom of Information and Protection of Privacy Act.

**Accessibility:**

NSMHPCN is committed to providing its services in ways that respect the dignity and independence of people with disabilities.

**To Apply:**

Email resume and cover letter outlining qualifications to [whitney@nsmhpcn.ca](mailto:whitney@nsmhpcn.ca) by Friday, December 15<sup>th</sup>, 2017.