

OPERATIONS COORDINATOR

December 2022

About Dying With Dignity Canada

Dying With Dignity Canada (DWDC) is the national human-rights charity committed to improving quality of dying, defending end-of-life rights, and helping Canadians avoid unwanted suffering.

DWDC has four strategic priorities:

1. Nurture a more inclusive and diverse end of life rights movement: DWDC will seek out, listen to, and integrate more perspectives in the work that we do
2. Address barriers to accessing a good death: DWDC will lead national advocacy efforts to eliminate obstacles to end-of-life choice, including access to advance requests and end forced transfers
3. Deliver high quality, relevant programs and services: DWDC will provide information, education, and support to individuals, families, and clinicians across Canada
4. Ensure sustainability, resiliency, and mission success: DWDC will invest in the growth and development of the organization and its people

DWDC is committed to promoting a culture of wellbeing for our team. We provide extensive benefits and support for all team members so you can focus on doing meaningful work. Our perks include:

- Competitive salary
- Three weeks' paid vacation and paid sick days
- Health benefits, including an EAP program and additional mental wellness supports
- Matching Group Retirement Savings Program
- Flexible work hours and hybrid work model
- Opportunities for professional development

Overview

Reporting to the Office Administrator, the Operations Coordinator provides operational support to Dying With Dignity Canada across the Operations, Program and Volunteer teams. This position will have general administrative responsibilities and tasks in each department with a focus on database administration and record keeping, webinar, event and meeting support, and recruitment activities. A team player, the incumbent will work well across departments and be able to manage competing priorities.

Salary range: \$43,000-\$52,000 annually

Key Deliverables and Responsibilities

Operations

IT'S YOUR LIFE. IT'S YOUR CHOICE.



Dying With Dignity Canada

500 - 1835 Yonge Street

Toronto, ON M4S 1X8

Tel: 1-800-495-6156

info@dyingwithdignity.ca

- Organize and maintain physical and electronic files, records, and archives
- Support the Office Administrator in accounts payable preparation and visa reconciliation
- Assist the Office Administrator with staff recruitment activities, including posting job vacancies, scheduling interviews, onboarding and offboarding, setting up employee workstations, and compiling materials for new employees
- Support the Office Administrator in drafting professional communication and documentation as required, including policies, procedures, manuals, and other documents
- Maintain the Administration Manual
- Schedule meetings, create agendas and take notes / minutes
- Ensure all office and kitchen supplies are fully stocked, coordinate purchasing when necessary
- Manage kitchen maintenance duties
- Support Office Administrator with contract administration and management
- Provide vacation and sick leave back up and support as required including but not limited to email and phone coverage, mail duties, bank deposits, general administrative tasks

Volunteer & Program Support

- Coordinate Zoom meetings, webinars, and events across Canada, including registration, meeting set up, meeting management, and collection of feedback for National and Chapter events
- Assist the Manager, Volunteer Engagement and Chapter Development with volunteer recruitment activities, including posting volunteer opportunities, scheduling interviews and reference calls, onboarding and offboarding volunteers as required
- Support the Manager, Volunteer Engagement and Chapter Development with volunteer records management and procedure development
- Assist in scheduling meetings, creating agendas, and taking minutes for monthly Chapter Chair Meetings
- Assist in maintaining volunteer witness records and support the Program Coordinator with pulling witnessing reports in volunteer database
- Assist in collection, entry and clean-up of relevant patient data into Salesforce, following documented best practices
- Support and act as a backup to the Program Coordinator for active witnessing requests in Ontario
- Provide general administrative support to the Program and Volunteer teams as needed
- Additional duties as assigned

Before reviewing the qualifications listed below, we understand that while you may not meet all the qualifications described, you may have other relevant expertise and experience. We invite you to share this with us in your cover letter or email.



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Qualifications

- Passion for supporting individuals exploring end-of-life choice
- Comfortable with the topic of death and able to manage conversations compassionately and with a high level of sensitivity
- Post-secondary education in administration or minimum of two years' experience in an administrative position or equivalent combination of education and experience
- Experience with data and record management
- Proficient in Microsoft Office / 365
- Ability to prioritize tasks and manage workload effectively while meeting deadlines
- Can work independently and manage competing priorities
- Detail oriented
- Experience with web-based meeting platforms an asset (Zoom in particular)
- Experience with Salesforce or other CRM databases an asset
- Experience with volunteer databases an asset
- Experience with Raiser's Edge / RE NXT an asset
- Experience and/or familiarity working in the non-profit sector, ideally with a charity as an employee and/or volunteer an asset
- Commitment to inclusivity, diversity, equity, and accessibility
- Ability to communicate in both official languages is preferred

This is a full-time position and requires in-person work at our National Office at 500-1835 Yonge Street, Toronto, ON. Currently, full-time staff are required in office 2 days per week and can work remotely 3 days per week.

Personal Values and Traits

The successful candidate will be passionate about defending Canadians' end-of-life rights, including the right to medical assistance in dying. Our team members often communicate with ill and vulnerable Canadians who are weighing their end-of-life options or with the loved ones of these individuals. As a result, the successful candidate will be a strong active listener who consistently demonstrates compassion, humility, and the utmost discretion in their interactions with others.

Dying With Dignity Canada is an equal opportunity employer and adheres to fair employment practices. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process, as required. Applicants are encouraged to make their needs for accommodation known as early on as possible during the



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application process.

We encourage applications from Black people, Metis, Inuit and First Nations people, people of colour, people who identify with disability, LGBTQ+ people and people from other equity-seeking groups that face systemic discrimination. DWDC is committed to an inclusive and diverse workplace, and a working environment free from all forms of discrimination, harassment, and violence.

Screening Requirements

Along with a reference check, please note that the successful candidate will be required to undergo a confidential pre-employment criminal record and judicial matters check and a credit background check. Please note that the credit check does not impact your credit score and is only required for positions with access to sensitive financial information.

Application Instructions

Applications will be reviewed on a rolling basis until the position is filled, with an application deadline of Monday, January 9, 2023, at 5 pm. Please send your cover letter and resume to jobs@dyingwithdignity.ca with the subject line: **Application: Operations Coordinator**. You must specify which job you are applying for as we currently have two open opportunities.

Dying With Dignity Canada thanks all applicants, though due to volume we will not be able to respond to all applications. Only candidates invited for interviews will be contacted. No phone calls please.

