Job Description

Job Title:	Program Coordinator
Job Category:	Operational Support
Reports to:	Senior Program Lead or Director

SUMMARY

The Program Coordinator holds three main areas of responsibility: (1) provide a high level of administrative support to the Director/Senior Improvement Lead as well as to their respective team; (2) manage and coordinate events and projects in the program area, including online programming and meetings that facilitate evidence-informed innovation in healthcare organizations and that link healthcare leaders who are central to HEC's strategic priorities; and (3) provide general program support and coordination to the team including preparation of briefing materials to support planning and program development.

DUTIES & RESPONSIBILITIES

- Maintains Director/Senior Improvement Lead meeting schedules, project deadlines, etc.
- Takes minutes at a very fast pace, for email, letters, proposals.
- Drafts, proofreads, and edits correspondence and other material for review/signature.
- Reconciles all travel authorization forms, expense claims and credit card payments regularly and keep a continuously updated expense report as required.
- Coordinates internal and external meetings, speaking engagements and conference attendance, and travel arrangements, prepare presentations and speeches and screen incoming calls, emails and correspondence and respond independently when possible.
- Manages, oversees, and communicates externally with vendors to coordinates events, such as online programming and meetings (includes organizing workshop planning and debrief meetings.
- Provides the administrative support for the online learning platform, including taking the lead on content posting, solving technical problems for participants, and informing and implementing design components of the online learning site.
- Schedules and attends virtual meetings via Microsoft Teams or Zoom. Provides basic support and troubleshooting to invitees/ participants such as challenges accessing virtual meetings, resolving audio/ video difficulties, sharing screens, and managing meeting roles and permissions.
- Responsible for the preparation and delivery of virtual events within the program area. As a member of the Virtual Event Production Surge Capacity team, may be called upon to

support/deliver virtual events on behalf of other programs or teams in the planned or unplanned absence of a producer or where sufficient production support does not exist within a team.

- Updates and maintains database contacts.
- Develops, documents and coordinates action items and processes related to program management activities, as well as processes related to new tools and strategies for improved collaboration and discussion.
- Coordinates projects and tasks related to program development, program evaluation, committees, and similar initiatives, including identify upcoming project milestones and ensuring deadlines are met.
- Provides information to inform and support project and event budget developments, tracks project budgets, and ensures budget reconciliation.
- Assists with the collection, compilation and synthesis of information required for projects, drafting of project descriptions and terms of reference, and the preparation of reports and information summaries.
- Assists with the coordination of internal and external dissemination of information regarding program activities.
- Coordinates activities related to communication and promotion initiatives.
- Coordinates and implements stakeholder consultation activities, including scheduling meetings, gathering, and compiling answers from consultation.
- Updates and maintains contact management systems and other databases with relevant and appropriate program area contacts.
- Provides and prepares information for corporate reporting and annual operational and budget planning.
- Manages program files and document program activities and timelines
- Periodically acts as back-up to other Program Coordinators or Program Leads.
- Other duties as assigned.

EDUCATION & EXPERIENCE

- College diploma in office administration, business administration, or a related field is required.
- Minimum of two (2) years progressive experience in a fast-paced environment is required, preferably in healthcare or a not-for-profit organization.
- Bilingual in French and English is preferred (English communication skills at Advanced "C" level required).
- Advanced computer software skills in Microsoft Office suite and virtual environment are required.

- Demonstrated ability working in health and healthcare, particularly quality improvement, or patient safety is preferred.

SKILLS & COMPETENCIES

- Highly developed interpersonal and problem-solving skills.
- Excellent project management skills including the ability to plan and the ability to collaborate with other teams and across the organization.
- Excellent oral and written communication skills.
- Demonstrated time management skills. Well organized and attentive to detail.
- Professional tact and diplomacy and confidentiality required.
- Ability to work well in a dynamic and highly motivated team.

MANAGEMENT/SUPERVISORY AND ADVISORY RESPONSIBILITY

Direct Supervision: No direct/ indirect reports.

Provides functional advice: Related to programming inquiries to other members of the team and to staff as required.

CONTACTS

Internal: Establishes and maintains effective relationships with all employees at all levels.

External: Maintains effective relationships with vendors and suppliers.

EFFORT & WORKING CONDITIONS

Effort: Regularly required to manage several tasks simultaneously over an extended period, and juggle multiple competing priorities with occasional urgent situations.

Working conditions: May be required to engage in local or overnight travel. Is required to occasionally extend hours of work to meet work demands and occasionally expected to work evenings and weekends during peak periods. Frequently interrupted.