

**Member Services Coordinator****About the Ottawa Regional Cancer Foundation:**

The Ottawa Regional Cancer Foundation is committed to increasing cancer survivorship in Eastern Ontario and is the only local charitable organization dedicated exclusively to cancer. Working to fill the gaps in services for cancer patients, the Cancer Foundation has partnered with local hospitals and service providers to ensure residents have the best possible care close to home, shorter wait times, access to the latest research and new therapies and overall improved quality of life – which includes Canada's first Centre for Cancer Survivorship. The Maplesoft offers individual and group coaching with the objective of empowering survivors to be active participants in their health and wellbeing. For more information about the Cancer Foundation, please visit [www.ottawacancer.ca](http://www.ottawacancer.ca).

**POSITION SUMMARY:**

The Member Services Coordinator will be responsible for ensuring the highest quality of service delivery at the Maplesoft Centre. This will include developing and implementing registration and orientation; coordinating intake screening, navigation and referrals as required as well as overseeing all aspects of the Member's experience at the Centre.

The candidate will be required to draw on his or her experience as a health care provider and in depth knowledge of cancer care in Eastern Ontario to ensure Member needs, interests and concerns are addressed. The candidate will recruit a large contingent of volunteers and have the ability to lead this team in creating a personalized, positive experience for each member.

**DUTIES AND RESPONSIBILITIES:**

- Assess individuals needs on a case by case basis using approved screening techniques
- Assist, direct and refer individuals to services throughout Eastern Ontario and at the Maplesoft Centre
- Provide support, information and direction to individuals
- Manage and maintain individuals' records (contact information, registration, participation, next steps etc.)
- Recruit and manage volunteers

**QUALIFICATIONS AND KEY COMPETENCIES:**

**Education:** post-secondary education in healthcare (nursing, social work, or equivalent in human sciences)

**Professional Affiliation:** registration with accrediting body of aforementioned healthcare profession

**Experience and knowledge:**

- Demonstrated ability to use basic coaching techniques to help individuals self-identify needs and services that can help address those needs
- Proven assessment experience with individuals who have a significant emotional or physical health issue; at a minimum 3 years of direct professional assessment experience
- Demonstrated experience working within a supportive care model
- Strong client service orientation
- Excellent interpersonal skills as well as strong written and oral communication abilities
- Ability to work independently and as part of a team in a fast paced environment, including ability to work flexible hours

- Knowledge of Regional Cancer Care
- Proficient with Microsoft Office Suite environment and experience with databases
- Fluent in English and French

**Working conditions:**

This position requires the use of a computer on a regular basis requiring extended periods of sitting and the potential for eye-strain. Each employee will participate in our orientation training program. This training encompasses many of the issues that are of importance in being part of this community of service. Our culture is a coaching culture that strives to empower members to enhance their own well-being and healing by providing hope, information and support.

We use the individual's experience and needs as the starting point for all coaching, programming and volunteer contact. We fundamentally respect the member's rights to make informed decisions about their own health and well-being.

It is essential that our centre be a warm welcoming "second home" that responds to each member and request with a "yes we can" attitude, an open smile, and a willing heart.

**Please submit resume by mail, email or fax to:**

**Mail:**

Ottawa Regional Cancer Foundation  
1500 Alta Vista Drive  
Ottawa, ON – K1G 3Y9  
Attention: Chantale Hendley | Human Resources

**E-mail:**

chendley@ottawacancer.ca or

**Fax:**

613.247.3526