

Membership Engagement Coordinator (1 Year Maternity Leave)

Gilda's Toronto

"There are those who open their hearts to others...who never think twice about giving of themselves. They are the wonderful, warmhearted people who make all the difference in our lives."

- Gilda Radner -

If you can imagine yourself improving the quality of life for people impacted by cancer and their families then Gilda's Toronto may be the place for you.

Who We Are

Gilda's Toronto is a registered charity that is making an important difference for cancer patients, their family and friends in the Greater Toronto Area. It is one of 175 members of the Cancer Support Community (CSC), the largest professionally led non-profit network of cancer support worldwide, which delivers more than \$50 million in free support services to patients and families.

Gilda's Toronto has often been referred to as "the missing link in the cancer care system." ~ Patrick J. Gullane, MB,FRCSC,FACS,FRACS (Otolaryngologist, University Health Network).

Gilda's Toronto is named after legendary comedian Gilda Radner of Saturday Night Live fame, who died of cancer in 1989. While in treatment in the mid-80's, Gilda visited a cancer support community in Los Angeles where she found others going through a similar experience to hers and she drew strength and comfort from that supportive environment. It was Gilda's hope that "such support communities" be available to anyone touched by cancer so no one would have to face cancer alone.

What We Do

The impact of cancer is not only physical but deeply emotional. Gilda's Toronto is a community of support where people facing the fear and uncertainty of a cancer diagnosis, personally or for a loved one, can find strength in others who share their experience. The supportive and educational programs at Gilda's Toronto are an essential component of a complete cancer care plan and a compliment to medical treatment. Those who seek support in this community are embraced as "Members".

Since 2001, Gilda's Toronto has improved the quality of life for more than 12,000 Members experiencing cancer-related stress, to restore a sense of control, redefine hope, reduce stress and isolation during and after cancer treatment for improved quality of life. All

programs are provided free of charge so there is no financial barrier to accessing support in this community.

Today, with the added worries related to COVID-19 and the need for physical distancing, Gilda's Toronto operates virtually, connecting with Members online to deliver programs that include education, physical activity and support groups from the comfort of their own homes. This thriving virtual community has become for some, the only connection to emotional support, the only outlet for physical exercise and the only place to meet others who can relate to their feelings of isolation, fear and anxiety.

Position Overview

Reporting to the Director, Clinical Programs, the Membership Engagement Coordinator is someone who enjoys interfacing with the community and delivering therapeutic cancer support. The Membership Engagement Coordinator is a mental health professional whose clinical skills, creativity and experience in cancer-related stress will bring an inclusive approach to program delivery and community support. The Membership Engagement Coordinator will use their knowledge of Members' emerging concerns to support the program team in developing, implementing and evaluating programs that are most supportive to Members.

Membership Coordination & Administration:

- Liaise with Membership to conduct intake, assessment, and new Member meetings; complete customized membership plans and provide case management; and interact with Members who may be in crisis.
- Provide emotional and therapeutic support to Members.
- In collaboration with the program team identify and respond to Member related concerns.
- In conjunction with the Director, Clinical Programs, support the creation of a new membership process with standardized case management that includes follow-up and discharge.
- Implement cancer distress screening tool **CancerSupportSource® (CSS)**.
- Build a comprehensive referral network that supports the emerging needs of individuals with cancer, caregivers and bereaved.
- Provide Member insight with support group facilitators and attend monthly clinical group supervision, and quarterly facilitation meetings.

- Support the Director, Clinical Programs in the development, implementation and ongoing evaluation of programming to ensure they address a variety of social and emotional needs within the Member population.
- In collaboration with the Director, Clinical Programs and Volunteer Coordinator, assist in the training of and support volunteers within the Gilda's Toronto community.
- In conjunction with the Director, Clinical Programs assist in the oversight of student placements.
- Other duties as assigned, negotiated and agreed upon with the Director, Clinical Programs.

Program Reporting and Evaluation:

- Maintain accurate details of program services, membership attendance, electronic Member records and notes in the Member database.
- Support accurate statistical and database records in accordance with Gilda's Toronto and Cancer Support Community policies.
- Submit timely monthly and quarterly program reports and data internally and through ADAPT proprietary software.
- Assist Program Department, data entry and maintaining Member electronic files using CRM Database.
- Report program data and statistics to stakeholders as required, including quarterly board reports in conjunction with the Director, Clinical Programs.

Community Development

- Maintain a high standard of consistency with program related communication materials.
- In collaboration with the Director, Clinical programs, participate in Member focused communications that solicit input and feedback for ongoing program improvement.
- Actively participate in ongoing outreach to the community to bring awareness to and build supportive partnerships with Gilda's Toronto and its program.
- Play a supportive role in community development activities and events, which fund the organization.

Qualifications:

- Professional degree in Social Work, Psychology, Child Life Specialist or a related mental health field, from an accredited institution.
- Minimum of 3 years experience working in the charitable sector delivering services.
- Intake and assessment experience required.

- Strong proficiency with Microsoft Office software applications including TEAMS, Outlook, Word, PowerPoint, Excel.
- Experience using a CRM database an asset.
- Registered and in good standing with professional college and/or professional association is an asset.
- Experience working with children and adults under stress an asset.
- Experience working with and supervising volunteers an asset.
- Familiarity in working with adults and or children/teens in the area of oncology, and grief/loss would be an asset.
- Available for evening hours and weekends as program schedule dictates.
- Knowledge of the local community and cancer support services is preferred.

Commensurate with experience, the successful candidate will receive a competitive compensation package that includes: salary ranging between \$52,500-\$60,000; a comprehensive health benefits plan following three month probationary period.

The successful applicant will need to undergo and pass a Vulnerable Sector Screening police check.

Gilda's Toronto is an equal opportunity employer. Gilda's Club is committed to delivering and improving accessibility in employment for all persons with disabilities. Accommodation is available, upon request, in the application and interview process and in the course of all other methods of selection of employees. Successful candidates for employment will be introduced to and trained in respect of all of our human rights, accommodation and accessibility policies.

How to apply

Please send your resume, cover letter via email with the subject line reading "Membership Engagement Coordinator" in confidence to: info@gildasclubtoronto.org

Application deadline: May 27, 2022

Only those candidates selected for an interview will be contacted. We thank all applicants for their interest in working at Gilda's Toronto.

Employment Type

- 1 Year Maternity Contract, Full-Time.
- Due to restrictions related to COVID-19, the successful candidate must be able to work at home as mutually determined in advance.