

## **NON-CONTRACT ROLE DESCRIPTION**

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**POSITION TITLE:** EXECUTIVE ASSISTANT, VICTORIA HOSPICE SOCIETY

**FTE:** Full-time

**DEPARTMENT:** Executive Department

**REPORTS TO:** CEO

### **POSITION SUMMARY**

Reports directly to the CEO of the Victoria Hospice Society, a registered charitable organization. Working within a leading palliative and end-of-life care program, provides administrative support to the CEO and Leadership Team and administrative management to the Victoria Hospice Society Board, the Victoria Hospice and Palliative Care Foundation Board, and all major Board of Directors committees.

### **DUTIES AND RESPONSIBILITIES**

- Provide administrative support to the CEO in the detailed management of schedules and the organization of meetings, including key communications and preparation.
- Manage all Board correspondence and coordinate meeting logistics (dissemination of documents prior to meeting, organization of meeting location and invitations, minute-taking etc.) for all Board and committee meetings.
- Filter all incoming correspondence (phone and email), highlight critical/important information, draft responses, and act on routine matters.
- As first point of contact, provide friendly and timely information to patients, family members, donors, and other stakeholders.
- Provide support to the CEO in workload prioritization and tracking/monitoring of all ongoing projects and communications.
- Ensure the CEO's travel arrangements, expenses, and all other logistical matters are effectively coordinated and managed.
- Understand and anticipate the needs of CEO.
- Provide other administrative and project management support, including event management support as needed.
- Drafting of written documents including reports, letters, responses, memorandums and the preparation of presentation materials ensuring accuracy and appropriate presentation formats.

- Serve as first point-of-contact for enquiries concerning privacy. Support the Leadership Team in the development, implementation, maintenance and adherence to the organization's policies and procedures covering privacy access, and patient health information in compliance with Personal Information Protection Act (PIPA).
- Support the development of key office processes and projects to ensure the efficient running of the organization and coordinate administrative duties with other departments. Manage all operational accounts to provide smooth office functioning.
- Organize and support the regular review of policies and orientation manuals.
- Develop and maintain electronic and paper-based administrative filing systems; coordinate the offsite filing system; review and authorize destruction of files.
- Maintain and update the Victoria Hospice Society membership list, staff database, and stakeholder lists.
- Other related duties as assigned.

## **QUALIFICATIONS**

### **Education, Training and Experience**

- University Degree or Community College Diploma, plus 5 years of work experience in a not-for-profit organization. An equivalent combination of education, training, and experience may be considered.
- Experience in working with a Board of Directors is desirable.
- Excellent administrative and organizational skills, with high standard of computer literacy including the Microsoft office suite (Outlook, Word etc.). SharePoint experience an asset.

### **Abilities and Skills**

- Excellent interpersonal skills with ability to build relationships quickly across all stakeholder groups.
- Advanced communications skills and strong attention to detail.
- Ability to work with confidential and sensitive information with a high degree of integrity.
- Proven ability to work proactively and resolve issues with tact and diplomacy.
- Must be able to work both independently with little supervision, and with in an interdisciplinary team environment.
- Ability to prioritize multiple deadlines, with flexibility for common last-minute requests and changes.
- Must demonstrate initiative with the goal of efficiency and streamlining overall operations.
- Excellent project planning and coordination skills, with the ability to plan and organize high level events, meetings, and receptions.
- Highly resourceful and strong problem solving ability.

**Application process:** Please submit resume, and cover letter to [careers@VictoriaHospice.org](mailto:careers@VictoriaHospice.org). While we thank all applicants, only those under consideration for the position will be contacted.