

Corporate Services Coordinator Victoria Hospice Society

At Victoria Hospice, our mission is to enhance the quality of life for those facing life-limiting illness, death and bereavement through patient and family centered care, education, research, and advocacy.

Description:

Reporting to the Director of Corporate Services, the Corporate Services Coordinator plays a key role in ensuring the smooth operation of corporate functions by supporting administrative, operational, and project-related tasks. This role also assists the Director in the areas of vendor management, internal software services, facilities planning, and emergency preparedness.

This position provides tactical support to the Corporate Services team including document creation, file management, scheduling, equipment and supply management. Working as part of an interdisciplinary team, this role requires strong organizational skills, attention to detail, and the ability to manage multiple priorities. A key element of this position is liaising with internal and external partners to streamline operations and enhance efficiency.

What you'll do:

Corporate Services Administration

- Assist with administrative and operational tasks that uphold smooth day-to-day operations for the organization
- Assist with interdepartmental communication, coordination and support
- Liaise with other Victoria Hospice and Vancouver Island Health Authority departments and services to ensure activities/processes are efficient, cost effective and inclusive
- Prepare documentation related to the departments systems and processes
- Support the Director with major initiatives such as Accreditation, facilities planning, and strategic planning

Information Management Support

- Act as a first point of contact for internal systems queries, escalating complex issues to external support partners or other resources as necessary
- Work in collaboration with Island Health teams to support the efficient delivery of IMIT services for Victoria Hospice
- Support the onboarding and offboarding experience for staff as it relates to systems access
- Participate in identifying opportunities to update manual processes to computer-based systems and assist in developing solutions to address these

Asset Management

- Participate in the acquisition and management of hardware that supports Society operations

- Support the onboarding and offboarding experience for staff as it relates to equipment set up and return
- First line support and guidance around process for hardware questions, for example video conferencing equipment
- Monitor and track internal assets
- Support asset procurement and disposal as needed
- Assist in the development of policies and strategies for emergency planning and disaster recovery related to the safeguarding of equipment, assets, information and other corporate resources

Systems Support

- Support the organization and management of the organization's file management systems, inclusive of the SharePoint site
- Provide training and technical support to employees on using the intranet and other internal systems effectively
- Support the Victoria Hospice email service inclusive of ensuring staff have appropriate access, troubleshoot and connect with the service provider as needed

Projects and Planning

- Provide project support related to the organization's systems, facilities and infrastructure
- Contribute to the implementation of new software and data migrations when applicable
- Contribute to the development of documentation, guidelines and policies related to the department's portfolio, with a key focus on privacy, quality and efficiency
- Contribute to the archiving of legacy systems

Other duties

- May be assigned to participate in projects, committees, or ad hoc activities on behalf of Victoria Hospice Corporate Services Team
- Additional duties may be assigned that are consistent with the responsibility level of this position

What you'll bring:

- Education equivalent to a two year post secondary program in related field
- 3+ years experience within a professional work environment in a role aligned to administrative support, executive assistance or corporate services
- Strong technical acumen and proficiency with software that enables organized and efficient administrative processes

What we're looking for:

- Service-focused and professional communication that upholds a positive employee experience
- Strong time management skills with an ability to manage timelines and tasks of varying levels of priority

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- Strong teamwork skills, enabling effective collaboration with colleagues, vendors and external support partners
- Demonstrated proficiency and ability to navigate a variety of software services, inclusive of Microsoft Office Suite, related applications, inclusive of SharePoint
- Basic understanding and fluency with asset management
- Ability to monitor and work within budget parameters
- Ability to work independently and within a team setting
- Demonstrated ability to deliver high quality and accurate work consistently
- Ability to provide user friendly support and training to employees in areas that are within the Corporate Services portfolio
- Ability to assist with various aspects of project planning for the department
- Ability to maintain a high degree of confidentiality and discretion in dealing with data and information
- Commitment to the Victoria Hospice Values
- Physical ability to do the job

Additional Details:

This is a permanent, full-time position of 37.5 hours per week (1.0 FTE) Monday to Friday. Some evening or weekend hours may be required.

The salary range is \$57,582 - \$71,977 with 4 weeks annual vacation, as well as a defined benefit pension plan.

This is an on-site role, with the option to work from home on occasion.

Application process: Please submit a cover letter with your resume to careers@victoriahospice.org by Monday April 7th at 9 am Pacific Time.