

The mission of Canada's Children's Hospital Foundations (CCHF) is to do ***what is right for children, so they live their healthiest, most fulfilling lives***. Established in 2017, CCHF is a non-profit organization that raises funds for a national network of children's hospital foundations. As the largest single, non-government funder of child health in Canada, CCHF continues to receive generous support through donors within Children's Miracle Network® as well as contributions from additional companies and partners.

CCHF is looking to fill a vacancy on our team.

POSITION OVERVIEW

Partnering with the Director, Stakeholder Engagement, the **Coordinator, Member Communications and Events** is an important member of the Canada's Children's Hospital Foundations (CCHF) team in working towards enhancing the Member experience by coordinating events, managing communication channels and facilitating seamless collaboration across the organization. Every member of the CCHF team contributes to our success in raising funds whilst collaborating with other members of the CCHF team, and Member Foundations.

This role will entail a combination of office and work from home environments, with employees working 2-3 days per week at our Toronto office. Occasional travel to fundraising activities and events, meetings, conferences, and training opportunities within Canada and USA will be required. Evening & weekend work may be required.

The expected salary for this position is: \$53,550 - \$60,000*

**Note: based on factors such as education, experience, skills*

As a CCHF Employee, you will:

- Act as a positive contributor to the CCHF vision, mission, values, and culture
- Work collaboratively with CCHF staff, Member Foundations, Children's Miracle Network, partners, suppliers, and other stakeholders to gain buy-in in an environment of competing priorities
- Collect evidence and data to support significant program decisions
- Act as a skilled problem solver that thrives in a fast-paced environment and manage multiple priorities and quickly respond to the needs of partners and/or stakeholders in well-thought out and workable solutions

KEY RESPONSIBILITIES

1. Member Communication & Engagement

- Draft and coordinate member communications, such as updates, invitations, resource sharing, and onboarding.
- Coordinate Network meetings, including scheduling, logistics, and note-taking
- Contribute to initiatives that strengthen relationships and enhance the overall member experience
- Support the team in collecting, organizing, and categorizing data, stories, and assets so they can be easily accessed and used across the organization

2. Digital Experiences and Management

- Manage CRM (Salesforce) online collaboration hub and database, ensuring stakeholder access to platforms

- Serve as SME and project manager on the effective use of these digital communications tools including training and onboarding for internal and external users
 - Support the configuration, enhancement, and improvements of functionality and features of these digital tools
 - Manage and maintain the back end of the digital fundraising platform, including creating new campaigns as requested
 - Develop and/or supervise vendors to maintain up-to-date training guides and video tools for users
 - Manage the online organizational calendar and processes, in collaboration with cross-functional teams
 - Monitor CRM and integrated platforms to ensure data and content accuracy and operations, quarterly
- 3. Donor Experiences and Services**
- Serve as primary contact for donor inquiries, ensuring timely, professional communication and resolution of issues
 - Collaborate with internal teams and external stakeholders to address donor needs and maintain strong relationships
 - Work with external Member Foundation donor service teams and CCHF data processing team to validate donor information and process tax receipts
 - Support other donor and stewardship activities and projects as required
- 4. Project Management & Administrative Support**
- Build & manage project timelines, deliverables, and internal collaboration for departmental projects
 - Track progress in Project Management Software to ensure key milestones and deadlines are met
 - Provide day-to-day administrative support to the department, including processing invoices and managing forms and surveys (creation, data consolidation & summary)
 - Maintain departmental files and documents in organized and accessible manner
 - Maintain key stakeholder relationships and serve as one of the primary points of contact for hospital relations and digital experiences. Support joint events and engagement activities, and other projects by providing CCHF programming/content.
 - Lead or support assigned projects, departmental/organizational activities.
- 5. Events Management**
- Support event planning and execution, including logistics, timelines and vendor coordination
 - Assist with the development of event materials
 - Coordinate with internal and external stakeholders to gather attendee information and manage lists
 - Support onsite event coordination, including setup, registration and attendee assistance.
- 6. Other projects and duties as assigned.**

QUALIFICATIONS

- Completion of post-secondary diploma in Business or Communications, or equivalent combination of education and experience.
- Minimum 2 years of experience in Project Management, including strong proficiency with Project Management Software (Trello, Asana or MS Planner)
- Prior experience managing CRM (Salesforce, Blackbaud or Raiser's Edge)
- Superior organizational skills with a proactive problem-solving mindset

- Exceptional communication skills; written, verbal and in presentation.
- Strong hands-on knowledge Microsoft Office (Word, Excel, PowerPoint, Forms, Planner). Experience with Canva is an asset.
- Exude a high-energy, confident, creative, solution-focused approach to tasks.

WHAT WE OFFER

Our team members have an opportunity to make an impact every day, to advance our Mission.

When you join us, you will become part of a collaborative culture that is rooted in our Values of Compassion, Ambition, Partnership and Integrity. Your success will be guided by our Leadership Competencies of Values People & Culture, Strategic, Accountable for Results, Promotes Learning & Development, Fosters Collaboration & Diversity, Leads Change and Exemplifies Integrity & Respect.

Canada's Children's Hospital Foundations is committed to fair and equitable employment in our recruitment and selection process. We welcome applicants including, but not limited to, persons with disabilities, racialized communities, all religions and ethnicities, Indigenous people, LGBTQ2S+ persons and all others who may contribute to the further diversification of our foundation community.

We thank all applicants for their interest, however only those who qualify for an interview will be contacted.

To learn more about CCHF and our mission and values, visit our website at childrenshospitals.ca.

To review how CCHF will protect your private information, please visit: [Recruitment-Notice-CCHF.pdf](#)

To submit an application, please visit: <https://cchf.bamboohr.com/careers/83?source=aWQ9MTc%3D>