

The mission of Canada's Children's Hospital Foundations (CCHF) is *to fund the most urgent needs in children's healthcare by uniting hospitals, donors, and partners across Canada*. 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, on a contract basis of 16-18 months.

When you join CCHF, you become part of a collaborative culture rooted in our values: compassion, ambition, partnership, and integrity. These values guide how we work with our Member Foundations, help shape our national partnerships and fundraising campaigns, and, of course, enable how we work as a team. 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.

At CCHF we are more than fundraisers. We are champions for the next generation—standing with families, donors, partners and communities to form a trusted alliance advancing children's health and amplifying impact nationwide.

Bold in vision. National in scale. Local at heart.

Because the health of our children shapes the future of our country. And building that future starts here—with us.

POSITION OVERVIEW (16-18 Month Contract Opportunity)

The **Manager, Ambassador Communications** leads the coordination and delivery of ambassador communications to support fundraising, partner campaigns, and organizational priorities. This role works closely with Member Foundations, partners, and internal teams to recruit, support, and prepare ambassadors, develop compelling stories, and coordinate their participation across events, campaigns, and media opportunities.

Ambassadors include:

- **Patient Ambassadors** – individuals identified in partnership with Member Foundations and partners to support specific campaigns and initiatives
- **CMN Champions** – an annual cohort of 12 patient ambassadors (one from each Member Foundation) representing CMN campaigns nationally, and at key events such as Elevate
- **Internal and Expert Ambassadors** – CCHF Leadership, Hospital clinicians, Foundation representatives, and other spokespeople supporting cause awareness and partner engagement

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: \$83,000-\$98,000*

**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 Hospitals (CMNH), partners, suppliers, and other stakeholders to gain buy-in in an environment of competing priorities
- 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

Program and Relationship Management

- Lead the recruitment, selection, and onboarding of ambassadors in partnership with Member Foundations and partners
- Manage relationships with ambassadors and families, ensuring a positive, respectful, and well-supported experience
- Oversee the CMN Champion Program, including coordination of program elements and key experiences such as Elevate
- Maintain ongoing engagement with ambassadors, including Champion alumni, identifying opportunities for continued involvement
- Act as a key liaison between partners, foundations, and ambassadors to align expectations, timelines, and deliverables

Storytelling & Content Development

- Develop and oversee ambassador storytelling, including writing, editing, and shaping content for campaigns, events, and media
- Work with external writers, agencies, and internal teams to produce high-quality content
- Ensure stories are accurate, compelling, and aligned with organizational messaging and partner needs
- Manage consent, privacy, and content usage requirements for all ambassador materials

Ambassador Coordination & Activation Support

- Coordinate ambassador participation across campaigns, events, partner initiatives, and media opportunities

- Lead and manage Ambassador contacts at Member Foundations, ensuring deliverables (including reviews, approvals, and content submissions) are clearly defined and deadlines are met
- Prepare ambassadors for engagements, including developing speaking remarks, briefing materials, and key messages
- Work with internal teams, partners, and external writers to ensure ambassadors are well-prepared and aligned with messaging
- Manage logistics and communications related to ambassador appearances, ensuring a smooth and professional experience
- Ensure consistency and quality across all ambassador communications and touchpoints
- Review and approve creative materials featuring ambassadors
- Provide on-site support for ambassadors at key events and content shoots (including Elevate), ensuring a smooth and well-coordinated experience

Other projects & duties as assigned.

QUALIFICATIONS

- Bachelor's degree in Marketing or Communications required
- 5-8 years of experience in communications or public relations (agency or client side, in health-related not-for-profit sector is preferred)
- Strong writing and editing skills, with experience developing content for a variety of audiences and formats
- Experience managing multiple 3rd party agency and strategic partner relationships
- Experience supporting events, marketing campaigns, and/or media engagements
- Proficiency with relevant software, e.g. Canva, Salesforce, Pardot (Account Engagement), Trello/Asana
- Proficiency with Microsoft Office applications (Word, PowerPoint, and Excel)
- Experience supporting fundraising professionals an asset
- Bilingualism in English and French is an asset
- Ability to establish rapport and trust with key stakeholders, internal and external
- Strategic, innovative, and creative approach to problem-solve challenges and opportunities
- Collaborative and able to work effectively across teams
- Effective written and oral communication and presentation skills
- Agility to adapt priorities based on dynamic organization and employee requirements and meet deadlines
- Ability to manage sensitive and confidential information, exercising good judgement in diverse situations
- Ability to travel, including approximately one week annually to the United States, with additional travel as required

- Availability to support occasional evening and weekend meetings/events

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/90?source=aWQ9MTc%3D>