

Position Title:	Coordinator, Resource Access and Promotion
Service:	Communications and Social Marketing
Reports to:	Director, Communications and Social Marketing
Position(s) Supervised:	None
Status:	Full-time; one-year contract
Location:	Toronto, Ontario
Posting Date:	January 11, 2018

**A. About CATIE:**

CATIE is Canada's source for accessible, evidence-based information about HIV and hepatitis C prevention, testing, care and treatment and support. CATIE strengthens the national response to HIV and hepatitis C by fostering collaboration and capacity among people living with HIV and/or hepatitis C and other affected populations, frontline service providers and researchers to reduce transmission and improve health and well-being.

**B. Primary Role:**

The Coordinator, Resource Access and Promotion, is responsible for coordinating service provider access to CATIE services by overseeing the Ordering Centre, supporting the external promotion of resources, and acting as the first point of access for service providers by telephone, e-mail and through the website. There is some local travel for this position, related to events, and the promotion of CATIE's work and resources. This full-time position is supervised by the Director, Communications and Social Marketing, and is based in the CATIE office in Toronto.

**C. Key Responsibilities:****Job Responsibility #1: Resource Access (60%)**

- a. Provides bilingual consultation and triage for all incoming calls and orders placed through the CATIE Ordering Centre, including tailored assistance to frontline organizations and individuals by selecting appropriate print and web resources for their HIV and hepatitis C information needs;
- b. Maintains a high level of knowledge of available CATIE and third-party print and web-based publications and educational tools;
- c. Ensures efficient order processing through the online Ordering Centre system;
- d. Liaises with an outsourced distribution company to monitor inventory levels of publications distributed by CATIE;
- e. Establishes regular contact with resource material originators and creators across Canada (e.g., HIV and hepatitis C organizations, community-based organizations, public health

units, community health centres, government agencies) to ensure seamless inventory supply;

- f. Coordinates the Waiting Room Information Program (WRIP), including routine contact with partner clinics across the country to ensure that they are supplied with the most up-to-date HIV and hepatitis C materials available from CATIE;
- g. Works with Director, Communications and Social Marketing, and Associate Director, Health Information Resources, to meet external reporting and internal organization monitoring requirements through compilation of data on resource distribution and usage, inventory and usage trends of the Waiting Room Information Program (WRIP);
- h. Maintains and updates Ordering Centre policies and procedures with support of Director, Communication and Social Marketing;
- i. Works with the Knowledge Exchange department to coordinate printing and graphic design of all CATIE and CATIE partnered publications, liaising with internal project leads around proofing and draft process, and with various printers around quotes and the management of print and design files as needed; and,
- j. Provides administrative support including Ordering Centre database management, inventory management support, complaint triage, filing, mail merges, and routine communication.

#### **Job Responsibility #2: Resource Promotion (20%)**

- a. Maintains the Ordering Centre website, including additions of all new resources;
- b. Works with Knowledge Exchange and Communications and Social Marketing departments to support the promotion of resources in the CATIE Ordering Centre;
- c. Supports the development of tailored recommended resource sheets for workshops and conferences;
- d. Provides event marketing support to the Coordinator, Events and Membership, as needed; and,
- e. Coordinates quarterly e-bulletins, including the CATIE Ordering Centre e-bulletin and the Waiting Room Information Program e-bulletin.

#### **Job Responsibility #3: Reception and Administrative Support (10%)**

- a. Performs telephone reception and administrative support using each opportunity to supply excellent client service and increase CATIE's professional, bilingual profile;
- b. Manages orderingcentre@catie.ca and info@catie.ca e-mail accounts on a daily basis so that messages are efficiently processed or forwarded to the appropriate CATIE staff member;
- c. Participates in staff and team meetings and in projects and planning processes, as required; and,
- d. Performs other duties as required to be supportive to the Communications and Social Marketing team, and CATIE.

#### **Job Responsibility #4: Communications and Social Marketing and Organizational Initiatives (10%):**

- a. Records and maintains Communications and Social Marketing activities in the central database relevant to the position;
- b. Assists the Director, Communications and Social Marketing, with the development and implementation of annual plan, including narrative and budget;

- c. Assists the Director, Communications and Social Marketing, with departmental reporting to funders regarding Communications and Social Marketing activities.
- d. Participates in staff meetings and organizational projects as needed;
- e. Contributes to internal communications and a healthy work environment; and,
- f. Completes other duties as assigned.

**D. Knowledge and Skills Required:**

- 1. Knowledge of CATIE’s mandate, program direction and service philosophy to provide support to programs and staff.
- 2. Oral and written bilingualism (French and English) with the ability to communicate in a business-like and sensitive manner.
- 3. Strong organizational and administrative skills.
- 4. The ability to work with diverse clients in a collaborative manner, being highly responsive to various needs and issues that arise.
- 5. The ability to multitask and maintain attention to detail in a fast-paced environment.
- 6. Computer skills that include e-mail manipulation, working with web applications and reviewing databases, as well as Microsoft Outlook and Office Suite.
- 7. An understanding of HIV and hepatitis C is a highly desirable asset.
- 8. Experience working in a community-based organization providing frontline service is a highly desirable asset.

*“CATIE is committed to employment equity and encourages applications from people that identify as racialized, people with culturally diverse backgrounds, people of all gender identities and sexual orientations, and people with disabilities. CATIE recognizes the need for experience, knowledge, and guidance from communities disproportionately impacted by HIV and hepatitis C, including those with lived experience or living with HIV or hepatitis C. Additionally, accommodations are available on request for candidates taking part in all aspects of the interviewing process.”*

Interested applicants should visit our website at [www.catie.ca](http://www.catie.ca).

E-mail applications preferred. No phone calls, please.

We thank you for your interest, however, only those applicants to be interviewed will be contacted.

**Deadline for applications:** January 31, 2018

**Submit applications to:** [jobs@catie.ca](mailto:jobs@catie.ca)

**NOTE:** To reduce the number of “spam” responses to this posting, respondents must include the following text in the subject line of your e-mail: CATIE Resource Access.