

Position Title:	<b>Coordinator, Resource Access and Promotion</b>
Service:	Communications
Reports to:	Director, Communications
Position(s) Supervised:	None
Status:	Full-time (one-year contract)
Location:	Toronto, Ontario
Posting Date:	February 21, 2020

### **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 supporting healthcare and social service providers' access to CATIE services. A primary responsibility for this role is oversight of the CATIE Ordering Centre, a free HIV and hepatitis C publication distribution service for frontline workers across Canada. This role also supports the production, distribution and promotion of CATIE's print information resources, and acts as the first point of contact for service providers who contact CATIE by telephone, e-mail and through the website. Fluent bilingualism (English/French) is required for this position. This position includes limited travel to conferences and events for the promotion of CATIE's work and resources. This full-time one-year contract position is supervised by the Director, Communications. Based in the CATIE office in Toronto, this position will travel up to 5% of time.

### **C. Key Responsibilities**

#### **Job Responsibility #1: Resource Access (60%)**

1. Provides bilingual client service for all orders placed through the CATIE Ordering Centre online and by phone, including tailored resource recommendations for frontline service providers based on their needs.
2. Maintains a high level of knowledge of available CATIE and third-party print and web-based publications and educational tools related to HIV and hepatitis C.
3. Processes and modifies resource orders as needed prior to handling by a third-party warehouse and distribution service.

4. Liaises with this third-party service to monitor inventory levels of publications distributed by CATIE and to reprint as necessary.
5. Maintains regular contact with third-party suppliers of publications to ensure seamless inventory supply.
6. Maintains and grows a network of CATIE publication stands in organizations across Canada, including routine contact with host organizations to ensure that they are supplied with the most up-to-date HIV and hepatitis C materials available from CATIE.
7. Works with Director, Communications, and Associate Director, Online and Print Publications, to meet external reporting and internal organization monitoring requirements through compilation of data on resource distribution and publication stands.
8. Maintains and updates Ordering Centre policies and procedures with support of Director, Communications.
9. Works with the Knowledge Exchange department to coordinate printing of all CATIE publications, liaising with internal project leads around the print proofing process, and with various printers to secure cost estimates and graphic files as needed.
10. Provides administrative support, including Ordering Centre database management, inventory management support, triage and response to inquiries, filing and routine communication.

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

1. Maintains the Ordering Centre website, including additions of all new resources.
2. Works with Knowledge Exchange and Communications departments to support the promotion of resources in the CATIE Ordering Centre.
3. Develops lists of recommended resources for workshops, conferences and courses.
4. Provides event marketing support to the Coordinator, Events and Membership, as needed.
5. Coordinates the production and delivery of the quarterly CATIE Ordering Centre e-newsletter.

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

1. Answers calls to CATIE's general telephone line, providing a high level of bilingual service to CATIE's service users.
2. Manages CATIE's general e-mail inbox on a daily basis to ensure prompt referrals and responses to inquiries.
3. Participates in staff and team meetings and in projects and planning processes as required.
4. Performs other duties as required to support Communications team projects and CATIE as a whole.

#### **Job Responsibility #4: Departmental and Organizational Initiatives (10%)**

1. Records and maintains Communications activities relevant to this position in a central database.
2. Assists the Director, Communications, with the development and implementation of annual plan, including narrative and budget.
3. Assists the Director, Communications, with reporting to funders regarding Communications activities.
4. Participates in staff meetings and organizational projects as needed.
5. Contributes to internal communications and a healthy work environment.
6. Completes other duties as assigned.

#### **D. Knowledge and Skills Required**

1. Knowledge of CATIE's mandate, audiences and services.
2. Fluent level of oral and written bilingualism (French and English) and an ability to communicate with professionalism and sensitivity.
3. Experience with Microsoft Office, Adobe Creative Suite, Mailchimp, Wordpress and databases is highly desirable.
4. Strong organizational and administrative skills.
5. The ability to work with diverse clients in a collaborative manner.
6. The ability to multitask and maintain attention to detail in a fast-paced environment.
7. An understanding of HIV and hepatitis C and the key affected populations in Canada.
8. Experience providing frontline service in a community-based organization.
9. Ability to travel locally and domestically up to 5% of time.

*“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:** Friday, March 20, 2020

**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 2337.