



Last Updated: November 2021

## Job Title

# Intern - Association Communications

## Impact Statement

The Association team provides the link between the Association membership and its elected representatives the Board of Directors, as well as with Médecins Sans Frontières (MSF) Canada employees, the volunteers who support MSF Canada's associative activities, and the associations of other MSF sections. Its role is to cultivate a strong, vibrant, and well-informed membership, that is willing and able to assume its responsibilities, including electing the Board of Directors, meaningfully participating in the Annual General Assembly, and engaging in key debates surrounding MSF's humanitarian activities, all with the view of providing ongoing guidance to MSF Canada and the movement. The work of the team aims to encourage, support, and organize the Association to carry out two critical roles: the governance of the organization and sustaining associative life in Canada.

Working in close collaboration with the Association Coordinator and the Association Outreach Coordinator, **the Association intern** will contribute to maintaining a well-informed membership through internal communications and by encouraging engagement and participation in associative events.

## Key Responsibilities

### Internal Communications

- Support the implementation of the Association's internal communication strategy
- Support the Outreach Coordinator in maintaining the Association's internal website
- Post information in the four closed Association Facebook groups (MSF Canada Association, Asso MSF au Quebec, MSF Canada South Ontario Association, and Friends of MSF Executives)
- Coordinate the production of the monthly electronic newsletter, *Petites Nouvelles Newsletter*
- Occasionally create mailing messages on specific/relevant topics
- With the support of office volunteers, coordinate the editing and translation of documents and articles (English to French, French to English)
- Where appropriate, provide support to the regional groups with the use of the communication tools and diffusion of information
- Support with data compilation (including polls and survey results) where necessary

### **Membership Management**

- Communicate with members about their membership status and fees
- Create member accounts on Wild Apricot, invite association members to pay/renew membership dues and update the database and membership lists accordingly
- Support the membership application process where needed
- Send monthly lists of returned fieldworkers to the regional group coordinators

### **Speakers Bureau**

- Respond to event organizers (3<sup>rd</sup> parties) who are requesting an MSF speaker
- Direct speaking requests to the corresponding regional associative group
- Assist the regional associative groups in finding, maintaining, and engaging a healthy pool of speakers (MSF fieldworker or other), and matching suitable speakers to specific events as necessary
- Follow-up after events with the speaker & organizer about the experience and produce a summary page of outcomes/reflections
- Maintain the speakers request database (Excel) by logging received requests and recording their outcomes from the regional reports
- Assist in preparation of statistics and information for the Association's bi-annual reports (6 month, 12 month)
- Maintain the Speaker's Bureau resource section on the Association website

### **Friends of MSF**

- Assist in the preparation of the Annual meeting with Presidents of the Friends of MSF groups and take minutes, if applicable
- Follow-up with the groups on the submission of an Annual Plan and the bi-annual reports
- Maintain contact lists and executive information of each group
- Liaise with the MSF Communications department to ensure the Friends of MSF section on the public website is up to date
- Assist in administering the closed Facebook group for Friends of MSF Executives (or other tools as identified)
- Communicate information about upcoming MSF activities upon request from the different MSF departments
- Encourage connections between groups and actively promote intergroup initiatives (i.e., signing of Access to Medicines petition on campus)
- Prepare certificates of recognition for departing Friends of MSF Executive members

Carry out other tasks and projects according to needs and qualifications

### **Job-Specific Competencies**

- Excellent digital communications skills including maintaining websites and social media platforms and coordination of newsletters and mass mailings
- Strong computer skills: Microsoft Office Suite and database management

### **Core Competencies**

- **Commitment to MSF's Principles;** Proficiency Level 1: Respects the choices made by the organisation; Has basic knowledge of MSF's mission and main activities; Respects and accepts the medical ethics and principles of MSF
- **Cross-cultural Awareness;** Level 2: Thinks before acting with curiosity and sensitivity, listening, and observing, not judging, asks questions and looks for information about the context
- **Planning and Organising;** Level 1: Organises work, sets periodic goals, defines priorities, is detail oriented.
- **Initiative and Innovation;** Level 1: Responds to problems and opportunities according to policies and procedures without needing supervision, reacts to problems and seeks the best solution to each situation rather than merely doing what is always done

### **Knowledge and Experience**

- Experience in customer service and support, or in administrative roles
- Experience working with MS Office applications, internet and e-mail programs
- Ability to demonstrate initiative and work independently
- Knowledge of, interest in, and commitment to humanitarianism

### **Education, Certifications, and Languages**

- Recent graduate or actively working towards the completion of a Bachelor/Master's Degree in a related field, i.e., public/global affairs, political science, communication, journalism, etc. or a combination of education and experience
- Excellent written communication skills in both English and French demonstrated in previous roles that require communication with diverse actors

### **Working Conditions**

- Work is carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m.), some weekends and evenings may be required
- Flexible work hours and 'work-from-anywhere' options are available, upon approval from management
- The office environment is open concept and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor, task lamp and telephone
- Work requires long hours in front of a computer/laptop screen

- During COVID-19 restrictions, employees are required to have their own workspace, access to internet, and telephone

**Additional Information**

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we are committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

**Job Information**

**Position Level:** Intern

**Department:** MSF Canada Association

**Position Status:** Temporary, 6 months contract

**Activity Rate:** 100%, 37.5 hours per week

**Location:** Montreal or Toronto

**Remuneration:** \$15.00 per hour

**Status:** Must be legally entitled to work in Canada

**Benefits:** Health Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no matching required), starting 4 weeks' vacation/year, flexible work hours, Employee and Family Assistance Program (EFAP), and a positive and innovative organizational culture grounded in our core employment philosophy values of humanity, integrity, and results.