



Last Updated: January 2024

Job Title

Intern - Association Communications

Context

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.

Impact

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

Communications and website

- Support the implementation of the Association's internal communication strategy in both English and French
- Support the Outreach Coordinator in maintaining the Association's internal website; this includes creating events, uploading resources and information to webpages, and other updates as needed.
- 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 quarterly electronic newsletter, *Petites Nouvelles Newsletter* in English and French
- Assist in the creation of weekly messages on specific topics, such as events, governance topics, board/office updates, and other information relevant to the Association in English and French
- 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 and digital marketing data (e.g. click rates, open rates, etc.) 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
- Send welcome emails to new Association members and those who have recently returned from assignment

- Send monthly lists of returned fieldworkers to the regional group coordinators

Speakers Bureau

- Respond to event organizers 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 (Association member or other), and match 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
- Assist in administering the closed Facebook group for Friends of MSF Executives (or other tools as identified)
- Communicate information about MSF activities via the closed Facebook group for Friends of MSF executives and publicize Friends of MSF activities via a newly created Instagram channel.
- Prepare certificates of recognition for departing Friends of MSF Executive members

Other

- Carry out other tasks and projects according to needs and qualifications
- Support with the preparation of associative meetings and events (may include: setting up meeting invitations, minute taking, recording support, etc.)

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 audiences

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 a hybrid work model (40% in MSF Canada office and up to 60% work from home)
- 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
- Work requires long hours in front of a computer/laptop screen

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.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual deserving equity to apply.

In line with MSF’s December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.

Job Information

Position Level: Intern

Department: MSF Canada Association

Position Status: Temporary, 6 month contract

Activity Rate: 100%, 37.5 hours per week

Location: Montreal or Toronto

Remuneration: \$21.83 per hour

Status: Must be legally authorized to work in Canada

Relocation: MSF Canada is not in the position to support relocation or a work permit process for anyone outside of Canada.

Benefits: Flexible work hours, employee assistance program (EAP), vacation days, sick days, and floater days, and a positive and innovative office culture grounded in our core values of humanity, integrity, and results.