



Last Updated: May 2024

Job Title

Telemedicine Coordinator – 1 year contract

Impact Statement

Reporting directly to the Director of Telemedicine Services (TMS), the TM Coordinator is responsible for coordinating across the TM program to ensure team members are informed, aligned and able to collaborate effectively to achieve program objectives. The TM Program Coordinator supports effective and transparent working processes through the organization of workflow tools, budget tracking, managing organized and up to date program archives, and supporting the development and drafting of internal and external communications. As a key member of the TM Program Management Team, the TM Program Coordinator participates in all program level meetings including meetings with the Steering Committee.

Key Responsibilities

- Establish a repository of resources for drafting of all major reporting milestones and use these to provide shape and context to that draft
- Support and coordination of projects within the Telemedicine Department, providing timeline and performance supplemental analysis to ensure a strong project track
- Facilitate meetings, communications, and budgets, and ensure that they are executed on a timely schedule

Job-Specific Competencies

Support Program Strategy and Vision

- Support strategy development, organizational performance management (OPM), indicator and success metrics and reporting
- Coordinate all departmental contributions for annual reporting: collect all sections and data, analyze for coordination of information, prepare layout of information, devise a first draft, and coordinate the revisions
- Collect data to provide the basis of the first draft of 6M and 12M reviews, including consolidating all budget-holder feedback in preparation for submission to Finance
- Budget tracking throughout the year, Monthly analysis of program financial results
- Map and update internal workflow processes to maintain up to date strategic program documentation, including stakeholder mapping, communication strategies, and Key Performance Indicators
- Develop and maintain the Telemedicine SharePoint page and Telemedicine website

- Design external communications materials including presentations, program updates and reports for stakeholders
- Prepare onboarding materials for new staff and all associated resources for their introduction to MSF Canada and Telemedicine
- Coordinate program events, workshop participation, and TM program participation in internal and external events
- Act as focal point for collaboration with other departments at MSF Canada
- Communication with other MSF offices for financial follow up regarding invoicing for international staff
- Focal point with each OC Admin: data request and interpretation

Telemedicine Project Coordination

- Support the development of project documents and reference materials including project charters, communication plans, risk and issues logs, and other project specific frameworks.
- Manage up to date project reporting including weekly, per phase, and project closure
- Information management: organize project information and reference materials, maintain a centralized document library and communication archive
- Develop communication materials including presentations, project updates
- Contribute to preparing retrospective exercises
- Schedule meetings, take meeting minutes, document and coordinate actions and follow ups to project meeting cadence
- Support to management of project management tools and mechanisms as determined by the project

Administrative Support

- Coordination of regular TM program meetings (program team, TM management team, TM steering committee), circulating agendas, prepare and provide documents in advance of meetings and draft and finalize meeting minutes as required
- Manage vendor relationship for select tools: track renewal dates, negotiate pricing, and coordinate support requests
- Organize and maintain the flow of information shared on Teams channels and archives, SharePoint, Miro, and other as relevant
- Support research as required for the development of new program initiatives
- Process program invoices, monthly credit card reconciliation, coordinate purchases
- Facilitate access rights and keep shared tools and groups for collaboration up to date including documents and collaboration tools (Teams groups, group calendars, documents, work and project planning tools, etc.)
- Program event logistic coordination: venue, catering, etc.

Core Competencies

- **A Commitment to MSF's Principles;** Acts towards the fulfilment of MSF's Social Mission, Proficiency Level 2
- **Cross-cultural Awareness; Demonstrates** an integrating attitude, Proficiency Level 3
- **Strategic Vision:** Plans actions geared toward achieving objectives, Proficiency Level 3
- **Results and Quality Orientation;** Works toward objectives, preserving established standards, Proficiency Level 2
- **Planning and Organising;** Follows up, plans activities, and sets priorities, Proficiency Level 3

Knowledge and Experience

- Knowledge/experience in administration/coordination of a multi-disciplinary team
- Experience coordinating, reviewing, and analysing budgets and finances
- Knowledge/experience in a multicultural workspace
- Experience with graphic design software such as InDesign
- Experience in vendor management

Education, Certifications, and Languages

- Bilingual in English & French

Working Conditions

- Work is generally 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 manager
- 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

Job Information

Position Level: Individual Contributor

Department: Telemedicine

Position Status: 12 months - temporary

Activity Rate: 100%, 37.5 hours per week

Location: Toronto or Montreal

Salary Grade: Level 13 on the MSF Canada Salary Grid, \$64,251 per annum

Status: Must be legally entitled to work in Canada, or in the location where the work is being carried out

Benefits: Health Spending Account, Lifestyle 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, annual professional development budget, Employee and Family Assistance Program (EFAP), free access to internal Psychosocial Care Unit Services and a positive and innovative office culture grounded in our core values of humanity, integrity and results.

Relocation: MSF Canada is not in the position to support a work permit process for any country outside of Canada

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're 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.