

Program Officer I, Programs

General:

As a key member of the Programs team, the Program Officer holds three broad areas of responsibility: (1) coordinate projects and events in the program area, including workshops to share and facilitate evidence-informed innovation in healthcare organizations, and face-to-face exchange events that link researchers and decision makers central to our strategic learning priorities; (2) gathers information and prepares the briefing materials to support planning and program development and makes recommendations; and (3) provides program support and coordination.

Characteristic Responsibilities:

Technical/Specialized or Program

- In collaboration with colleagues, develop, document and coordinate action items and processes related to program management activities, as well as processes related to new tools and strategies for improved policy dialogue.
- Provide information to inform and support project and event budget development, track project budgets, ensure budget reconciliation (includes: completing, processing and reconciling expense authorization forms and expense claims and maintaining budget status reports).
- Coordinate activities related to communication and promotion initiatives (including implementation of the annual communications plan, ongoing liaison with program partners to reach program target audiences and evaluation of initiatives within the program area).
- Co-ordinate and implement stakeholder consultation activities (includes: scheduling meetings, gathering and compiling answers from consultation).
- Co-ordinate workshop activities (includes organizing workshop planning and debrief meetings; coordinating and planning agendas; recording and distributing minutes; liaising with participants as well as external contractors such as event planners; managing and implementing event registration processes; identifying, facilitating and preparing materials including workshop materials and registrant kits, managing on-site and off-site logistics as required).
- Coordinate the participation of senior staff and stakeholders at external events.
- Collect, compile and synthesize information required for projects; draft project descriptions and terms of reference; draft or assist in the preparation of reports and information summaries.
- Coordinate internal and external dissemination of information regarding program activities by drafting materials for the CHSRF website and identifying and using external mechanisms for distribution to potential stakeholders.
- Identify and research target audiences for various external communications and face-to-face meetings.
- Cultivate and maintain relationships with external stakeholders.
- Support external advisory committees/councils, including taking decisions on meeting logistics/set-up, setting agendas and preparation and dissemination of materials.
- Coordinate and manage projects and tasks related to program development, program evaluation, committees and knowledge exchange and research initiatives. Identify upcoming project milestones and ensure deadlines are met.
- Initiate, conduct environmental scans, and routinely update and maintain database contacts (CIMS and Reference Manager) and provide support to senior staff in identifying future program development needs. Manage tasks and projects as assigned by the supervisor.

- Perform other duties as assigned by the supervisor.

Operational

- Inform and support the annual operational and budget planning process, including mid-year and year-end performance reports for the identified projects.
- Coordinate requests for training, in keeping with the branch budget.
- Coordinate travel and other meeting arrangements; process expense authorizations and reconcile expense claims.
- Manage program files and document program activities and timelines.
- As a productive member of the team, make recommendations for improvement.

External Representation

- The Program Officer has a wide range of external contacts. The nature of the relationship is mainly providing and collecting information and coordination.
- Nurture relationships with decision-makers and their organizations to increase their awareness of CHSRF programming that can assist organizations in evidence-informed decision-making.

Strategic Advice/Recommendations

- The Program Officer is not expected to provide strategic advice/recommendations but is required to provide advice/recommendations on CHSRF operational issues.

Skill:

- Bilingual in French and English (English oral communication at Advanced, “C” level, and French oral communication at Intermediate, “B” level)
- Relevant bachelor’s degree (for example, health policy, community health) or equivalent related experience
- Three years of progressive experience in relevant area
- Commitment to objectives consistent with CHSRF’s core values: teamwork; transparency and simplicity in processes; attention to output and productivity; creativity, innovation, initiative and evidence-informed decision-making
- Developed written, interpersonal and oral communication skills, including experience developing and maintaining communications with various stakeholders
- Ability to plan and carry out broad assignments, including planning and coordinating large and small meetings where complex subject matter is discussed, often involving collaborative efforts; ensuring their timely completion
- Ability to coordinate and manage projects
- Problem-solving skills requiring probing for information to determine the nature of the problem and developing appropriate solutions; comprehension of highly complex material
- Advanced software skills including word processing, spreadsheets, presentations, database, electronic mail and calendaring
- Tact and diplomacy to deal with external contacts
- Well organized and attentive to details
- Ability to juggle multiple, competing priorities; work in a self-directed fashion making optimal use of time
- Ability to work well in a small, dynamic and highly motivated team

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This position reports to the Vice President, Programs or a Director

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Effort:

- Mental fatigue resulting from regularly juggling multiple competing priorities with occasional urgent situations.
- Almost all working hours spent confined to a workstation performing light physical activity including sitting, keyboarding and reading/looking at a computer screen.

Working Conditions:

- Occasional travel
- Normally work regular hours with occasional peak periods to meet work demands when working evenings or weekends is required
- Frequently interrupted
- Teamwork and extensive collaboration on projects