

Program Intern (Generic)

General:

Reporting to a Senior Improvement Lead or Director, the Program Intern will support the delivery of the programs within a particular unit. The Intern will support the team in a variety of tasks both within, and across, CFHI collaboratives. Duties primarily include:

- Analysis activities and development of reports;
- Environmental scans and literature reviews.

Characteristic Responsibilities:

Technical/Specialized or Program

- Collect, clean, analyze, and synthesize quantitative and qualitative data;
- Establish strong working relationships with internal CFHI staff and provide technical measurement support as needed;
- Assist in writing reports, briefings, and preparing presentations to clearly communicate results and support decision making;
- Support the data entry, analysis and synthesis of data gained through ongoing collaborative team-level data and aggregate results reporting;
- Assist with creating summary tables to translate knowledge from quality improvement teams;
- Support the synthesis of insights gained through routine environmental scanning, QI team participation and feedback (to inform priority setting and program development);
- Ongoing program implementation activity support;
- Assist in the development of knowledge translation products;
- Provide the administrative support for the online learning platform, including taking the lead on content posting, solving technical problems for participants and informing and implementing design components of the online learning site;
- Coordinate/schedule events and projects in the program area, including online programming and meetings;
- Provide support for project and task management activities and monitoring;
- Develop and maintain EXCEL spreadsheets for budgeting purposes;
- Provide general program support and coordination to the team including preparation of meeting/workshop materials to support planning and program delivery;
- Coordinate translation requests;
- Apply CFHI formatting guidelines to collaborative correspondence, presentations, and other documentation;
- Create and maintain database contacts and distribution lists to support current and future program development;
- Perform other duties as may be required.

Operational

- Demonstrate initiative and make recommendations for continuous improvement throughout CFHI.

External Representation

- Represent CFHI at relevant workshops/conferences/meetings.

Strategic Advice/Recommendations

- The Program Intern is not expected to provide strategic advice/recommendations, but is required to provide operational advice, recommendations and support to the programming area as they relate to the management and delivery of the program's mandate and goals.

Skill:

- Bachelor's degree (Master's level preferred) in health-related-field;
- Bilingual in English and French is preferred (English communications at Advanced "C" level and French communications at Intermediate "B" level);
- Highly developed verbal and written communication skills, including experience writing reports/ synopses, summarizing, interpreting and synthesizing complex information into written documents;
- Experience with data collection and analysis;
- Familiarity with Canadian health system care delivery issues;
- Highly developed analytical skills;
- Well-organized and attentive to details, with strong project management skills;
- Tact and diplomacy to deal with internal and external contacts;
- Ability to work systematically and in a self-directed manner, making optimal use of time;
- Ability to work well in a small, dynamic and highly motivated team;
- Advanced software skills, including Microsoft Excel, PowerPoint, Outlook and Word;
- Experience in engagement and/or a strong engagement focus or demonstrated interested in working with patients, families, Indigenous communities and diverse groups is an asset.

Effort:

- Mental fatigue resulting from high degree of concentration and visual work on computer.

Working Conditions:

- Work full time, regular hours or part-time, regular hours depending on need.