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975, prom. Alloy, Bureau 201 Thunder Bay, ON, P7B 5Z8 • Tél: 807 684-9425 • Télécopieur : 807 684-9533 • Sans frais : 1 866 907-5446 • [www.northwestlhin.on.ca](http://www.northwestlhin.on.ca)

## Communications and Engagement Assistant

One Full Time (1.0 FTE) Position

DIVISION – Communications and Engagement Division

LOCATION – Thunder Bay

### POSITION DESCRIPTION:

This position reports directly to the Director of Communications and Engagement. This position is responsible for providing administrative support to the Director, Managers and team members as well as, from time to time other areas in the LHIN.

### MAJOR RESPONSIBILITIES

- Initiates and plans special projects and works with and supports all North West LHIN portfolios' communications needs and plans.
- Provides telephone support and responds to calls appropriately.
- Word processes, formats and proofreads documents.
- Photocopies and faxes documents.
- Collects data/surveys, compiles results and writes summary reports.
- Composes memos and letters for signature of the Director or Manager.
- Maintains and updates files.
- Coordinates, and initiates meeting requirements.
- Maintains a Bring Forward system.
- Prepares draft reports and documents.
- Researches and analyses routine administrative projects; prepares first draft reports on routine administrative matters.
- Receives and distributes incoming mail; receives and evaluates mail to identify those items requiring priority attention of the supervisor and/or manager.
- Receives and screens communications to the Director/Manager including telephone calls and e-mail messages and provides assistance using independent judgment to determine those requiring priority attention; prioritizes and facilitates communication throughout the office.
- Maintains appointment schedules and calendars; arranges meetings and conferences.

### Meetings:

- Coordinates meetings by collecting agenda items, prepares and circulates agenda for meetings and/or committees that are under the Director or Manager responsibility
- Assembles all documents applicable to the proposed meeting
- Attends and records the proceeding of the meeting
- Word process minutes for review by the Chairperson. Distribute final copies of minutes to all attendees. Maintains minute binders with original signatures.
- Reserves meeting rooms; chairs; tables and AV equipment.
- Arranges for food and refreshments.

### Coordination of Information/Communication

- Manages files (retrieval, filing, creating new files and discarding old) for the Director.
- Manages computer directory files for the Director.
- Tracks flow of information (written and verbal) in and out of the Director's office.
- Ensures that requests for information/approval/signature are carried out in a timely manner.

### Communications and Engagement

- Assists in the coordination of event planning for community engagement meetings, media events and internal meetings, including invitations, venue selection, minute-taking, location set up, catering requirements or teleconference/videoconference support.
- Assist with researching best practices for communications and engagement practices and initiatives.
- Prepares community engagement activity reports and maintains an up to date Corporate Calendar.
- Assist with designing, writing and editing North West LHIN promotional materials such as Home and Community Care Brochures, newsletters, posters and the web site.
- Works closely with the Director, Communications and Engagement on MPP and government relations.
- Coordinates the research, distribution and inventory management of the LHIN's products such as the Annual Report, Accomplishments Documents, Integrated Health Service Plan, brochures, newsletters, etc.
- Initiates, plans and carries out a variety of special projects on behalf of the Director, Communications and Engagement.
- Liaises with internal and external stakeholders to manage communication requests and resolve questions or problems.

### Corporation Services

- Maintains subscriptions for Director and Manager.
- Arranges for French language translation of documents and maintains a computer inventory of these documents; initiates French language translation updates as per policy guideline.
- Prepares correspondence for signature from the Director or Manager.

## Administrative Support

- Coordinates minute taking of committee and team meetings.
- Coordinates circulation of material to the Director, Manager and team as required.
- Monitors content of directories and initiates housekeeping of files.
- Attends staff meetings.

## CRM Support

- Works with LHIN staff, across all departments, to ensure understanding of CRM functionality and to assist staff in leveraging CRM for communication, change management and community engagement initiatives.
- Ensures constituent database is accurate and maintained on an up-to-date basis; identifies, corrects and communicates errors made by system users; implements resulting updates and corrections in a timely manner.
- Establishes and maintains high quality contact information through regular monitoring and reporting.

## Organizational Responsibilities:

- Establishes and maintains effective communication links with staff and management and external agencies, groups and organizations.
- Supports recruitment and orientation of new staff as appropriate.
- Abides by the Occupational Health and Safety guidelines and procedures as outlined in the LHIN policies and procedures.

## Professional Responsibilities:

- Ensures compliance with all LHIN policies and procedures including specific attention to client confidentiality, release of information and conflict of interest.
- Utilizes ethical decision making as it relates to providing administrative support in compliance with LHIN directions and legislative acts.
- Participates in professional development to enhance the administrative assistant's roles and responsibilities that support the LHIN strategic plan.
- Ensures professional behavior and decorum when dealing with others including staff, health service providers, community agencies, stakeholders, Ministry and public.

## Other responsibilities:

- Travel may be required.
- Some demand on personal time for evening and weekend work.
- Periodic administrative relief/coverage for other staff.
- Other duties as assigned.

## KNOWLEDGE

- Proficiency with PC-based hardware/software (Microsoft Suite including Adobe Creative Suite) and inter / intranets.
- Familiar with Customer Relation Management database
- Familiar with SharePoint

**EDUCATION REQUIREMENTS:**

- Post-secondary education in business administration (or equivalent level of experience) or post-secondary education or training in communications, public relations or marketing.

**EXPERIENCE**

- Minimum 3-5 years of experience working in an office environment in an administrative role or communications assistant role.
- Ability to perform complex office administrative work requiring the use of independent judgment.
- Ability to maintain confidentiality and handle sensitive information.
- Demonstrated understanding of provincial government relations.
- Highly organized with attention to detail; able to handle multiple tasks, set priorities, balance workload and follow through to achieve maximum productivity.
- Ability to analyze and resolve office administrative and procedural problems, interpret policies and procedures.
- Excellent time management skills and ability to prioritize multiple, often conflicting demands.
- Ability to work within a fast paced environment with constant changes.
- Proven ability to work with senior management and staff in integrating information from various sources into a consolidated report or response within tight deadlines.
- Good understanding of LHIN goals, objectives and business requirements.
- Excellent interpersonal and communication skills (oral and written) to effectively communicate with all staff at all levels, including the general public and the Ministry staff.
- French language an asset.

**ALSO REQUIRED:**

- Proof of educational credentials
- Proof of a valid driver's license
- Personal transportation

**Posting Date: December 22, 2017**

**Closing Date: January 8, 2017 at 4:30 p.m.**

Interested candidates are asked to submit a cover letter and detailed resume outlining their qualifications and experience, quoting competition number, to:

Human Resources, North West Local Health Integration Network

Email: [nwlhin.hr@lhins.on.ca](mailto:nwlhin.hr@lhins.on.ca)

Fax: (807) 344-5639

**Competition #NW17-49**

If you require accommodation throughout the job posting process, please contact the Human Resource Strategies and Services Lead to make appropriate arrangements.