

Communications & Engagement Coordinator

Job Summary

This position offers an opportunity to be part of the dynamic HQCA communications and engagement team. Working closely with the communications and engagement director, communication advisors, and others at the HQCA, this role is involved in a variety of projects and initiatives. The communications and engagement coordinator works closely with the communications team in supporting the delivery of timely, consistent, and strategic communications that increase awareness and understanding of the HQCA's work among target audiences. They also play a key role supporting the HQCA's [Patient and Family Advisory Committee \(PFAC\)](#), enabling the HQCA to effectively engage with and leverage the experiences and perspectives of patients and their families to improve and promote patient safety and health service quality in Alberta's healthcare system. This individual is a primary point of contact for PFAC members, coordinating the administration of PFAC meetings and member activities.

Duties and Responsibilities

Patient and Family Advisory Committee (PFAC) coordinator:

- Email and phone correspondence with all members
- Prepares and submits all expense and remuneration claims
- Maintains governance documentation (e.g., terms of reference, terms of office)
- Supports the PFAC chair and vice-chair as required
- Assists with the planning and facilitation of PFAC meetings and teleconferences
- Communicates details of engagement opportunities to PFAC members in a timely manner
- Assists with logistics surrounding all PFAC activities (e.g., conference registrations, travel)
- Supports the recruitment, orientation, and recognition of PFAC members
- Co-manages the PFAC intranet website (Jostle) with a PFAC member
- Fosters and maintains productive working relationships with all PFAC members

Communications team support

- Greets visitors to the HQCA office and connects them with staff members
- Assists with mail distribution and courier responsibilities
- Oversees HQCA product inventory and maintains efficient storage and organization of HQCA publications and promotional products; liaises with related vendors
- Reviews, tracks, and organizes requests for information from stakeholders and the public, demonstrating strong judgment and discretion on confidential issues and responding to requests in a timely manner
- In collaboration with the responsible communication advisors, coordinates the distribution of HQCA products, emails and mail-outs
- Supports updates and the organization of the HQCA's stakeholder contact database; creates and/or updates unique contacts lists for dissemination of new HQCA products, including media lists
- Backfill for communication colleagues as required

Communication tools support: website, intranet, media, social media

- Media monitoring and distribution of daily media clips
- Supports communication advisors with delivering on the HQCA's social media strategy by helping to schedule social media posts and monitor social media accounts and advertisements
- Works with the communications team to ensure the HQCA website is accurately updated with timely and consistent information; creating and posting website content as required
- Supports search engine optimization (SEO) activities
- Supports maintenance of and development of new content for the HQCA's staff and PFAC intranet sites
- Collects, analyzes, and reports on data to determine the effectiveness of communications initiatives

Event logistics

- Develops logistics processes for various types of education/events
- Coordinates and manages meeting/event/course logistics, including facilities booking, catering, participant registration, and course presentations and evaluations, etc.
- Develops processes for collection of education/event related data for reporting and evaluation purposes

Education and Experience

- Undergraduate degree, diploma, or certificate in volunteer management, communications, public relations or related field is preferred
- At least five years of progressive experience in senior administrative support or volunteer coordination
- Experience working with volunteers and volunteer management
- Experience planning and coordinating meetings and events
- Knowledge of patient engagement best practices
- Excellent working knowledge of Microsoft Office applications including Word, Excel, PowerPoint and Outlook
- Experience with website content management systems an asset, ideally in Word Press; experience using web analytics tools and social media dashboards
- Knowledge of the health system an asset but not essential

Skills, Abilities & Attitudes

- Ability to work with a high degree of professionalism, discretion, and confidentiality
- Ability to foster key relationships
- Self motivated with the ability to work as part of a collaborative team
- Strong proof-reading skills
- Proven document management skills
- Excellent time management and organizational skills
- Excellent attention to detail and accuracy
- Ability to handle workflow efficiently and effectively under tight timelines, delays, and setbacks
- Excellent interpersonal and communication skills, both verbal and written and a willingness to use a variety of communications methods (e.g., email, phone, intranet, etc.)

- Ability to show initiative and proactive thinking
- Familiarity with social media platforms – Facebook, LinkedIn, Twitter, YouTube
- Familiarity with website maintenance
- Interest in a smaller office environment – ample learning opportunities

This is a full-time, permanent position located in Calgary, Alberta.

About the Health Quality Council of Alberta

The Health Quality Council of Alberta (HQCA) is a provincial agency that pursues opportunities to improve patient safety and health service quality for Albertans.

As one of Alberta's Top Employers for three years running, the HQCA brings together a cross-disciplinary team of professionals who are committed to excellence in health system quality and patient safety for Albertans.

How to apply:

If you want to join our high performing team and think this job should have your name on it...please apply directly to the HQCA via email by August 25, 2019. Include a cover letter explaining why you are interested, and your resume.

HumanResources@hqca.ca