



Canadian Liver Foundation  
Fondation canadienne du foie

*Bringing liver research to life*  
*Donner vie à la recherche sur le foie*

**Position:** Health Promotion Program Coordinator  
**Location:** National CLF office (Markham or Vancouver branch, Remote options available)  
**Job Type:** 12 month Full-Time Contract with flexibility for Work from Home (WFH)  
**Wage:** \$50,000.00 – \$60,000.00 per year (35 hours per week)

Applications are accepted through [hr@liver.ca](mailto:hr@liver.ca) only by end of day July 24, 2024. We thank all candidates for their submission, but only those applicants selected for an interview will be contacted directly.

### About the Canadian Liver Foundation

Founded in 1969 by a group of doctors and business leaders concerned about the increasing incidence of liver disease, the Canadian Liver Foundation (CLF) was the first organization in the world devoted to providing support for research and education into the causes, diagnoses, prevention, and treatment of all liver disease.

We resonate as the anthem for liver health, uplifting millions of Canadians on every twist and turn of their health journey. Whether it's a day of challenge or celebration, we stand unwaveringly by their side. Our community health programs are not just ventures but visions of hope, and our innovative research seeks to craft a tomorrow free from liver disease. The fuel behind our mission? Teamwork, dedication, and a vision for constant evolution. We are an innovative team, shaping change through close collaborations, internally and with partners. We are committed to develop our people professionally and individually. Our conducive work environment and culture empowers our people to stay healthy and well.

### Employment Opportunity Overview:

Reporting directly to the Manager of Support & Education, the **Health Promotion Program Coordinator** plays a critical role in managing and advancing our key health promotion and patient support initiatives. This includes overseeing the CLF patient hotline and email support systems, providing essential first-line defense and counseling services to ensure patients receive timely and effective advice and support. Additionally, the role demands collaboration with cross-functional teams, partners, and stakeholders to ensure robust program development, implementation, and evaluation.

Our mission is to forge a future free from liver disease through innovative community health promotion programs and cutting-edge research. We thrive on teamwork and dedication and are in search of adaptable individuals with a growth mindset. The ideal candidate is a proactive self-starter with a strong track record in health program delivery and a dynamic, resourceful approach.



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## **Responsibilities & Accountabilities (but are not limited to):**

### **Patient Support & Community Engagement:**

- Provide empathetic and professional support to patients, caregivers, and families via the CLF patient hotline and email.
- Respond to liver health inquiries related to treatments and support services promptly and accurately.
- Assess caller and email correspondent needs, providing relevant information, resources, and referrals to appropriate healthcare services.
- Maintain comprehensive knowledge of liver diseases, current treatments, and patient support resources.
- Document all interactions in the CLF's database, ensuring accurate and up-to-date records.
- Collaborate with healthcare professionals and internal departments to address complex patient cases and ensure coordinated care.
- Develop and maintain resource materials to support patient education and counseling efforts.
- Identify recurring patient concerns to inform program development and improvement.
- Participate in training and professional development opportunities to stay current with best practices.
- Ensure all communications adhere to privacy and confidentiality regulations, including PHIPA.
- Act as a first point of contact for patients experiencing emotional distress, providing immediate support and guidance on accessing mental health resources if needed.
- Follow up with patients to ensure their needs have been met and to provide ongoing support.
- Promote a culture of inclusivity and respect, ensuring all patients feel valued and heard.
- Assist in preparing reports on patient support activities, including metrics on call volume, types of inquiries, and outcomes.

### **Program Development and Implementation:**

- Develop and implement national outreach strategies to maximize the impact of public education programs supporting the CLF mission.
- Prepare evidence-based content for health awareness and education materials in various formats (online, print, webinars, presentations).
- Regularly update and enhance programs to stay relevant and effective.
- Other duties as assigned



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### **Project Management:**

- Support project partners serving Indigenous communities throughout all project phases, ensuring tasks are completed on time and within budget.
- Coordinate and communicate project updates to stakeholders, ensuring alignment with CLF's strategic goals.
- Provide financial tracking and reporting support for relevant projects.
- Apply change management methodologies to drive behavioral changes and lead strategic initiatives.
- Interpret data to evaluate opportunities for innovation and make necessary modifications to existing processes.
- Use conceptual models to create actionable execution plans.
- Foster a supportive and empathetic approach to interactions with internal team members and external stakeholders.
- Emphasize transparency and honesty in all communications and reporting tasks.

### **Administrative Duties:**

- Coordinate quarterly program Advisory Committee meetings, ensuring productivity and actionable insights.
- Collaborate with internal departments (Finance, Data Solutions, IT) for project planning and implementation.
- Represent CLF at external meetings, workgroups, networks, and committees.

### **Client Service and Relationship Management:**

- Build rapport and trust with patients, care home residents, their families, and friends from diverse backgrounds.
- Facilitate conflict management and complaint resolution for complex and sensitive situations.
- Act as the primary liaison between patients and site/service stakeholders when responding to complaints or critical incidents.
- Provide client service to internal teams and external stakeholders, ensuring alignment with stakeholder needs and promoting a culture of safety and inclusion.

### **Education and Experience – REQUIRED**

- Bilingual fluency in French is required.
- Bachelor's or Master's degree in a health-related discipline (e.g., Health Promotion, Nutrition Sciences, Public Health, Health Administration or Nursing,) or equivalent experience



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- Minimum 1 year of project and/or program management experience in the healthcare sector.
- Project Management or related professional designation is an asset.
- Experience working with culturally diverse individuals, including Indigenous communities, and supporting reconciliation efforts.
- Experience in financial and budget management in healthcare settings is an asset.
- Experience in the Ontario healthcare sector and public service, with existing positive relationships, is an asset.
- Experience applying legislative directives such as The Evidence Act and the Personal Health Information Act.

### Nice to Have

- Nutritional counseling experience using technology for virtual consultations.
- Experience in chronic disease management using evidence-based practices.
- Current registration with the College of Dietitians.
- Certified Diabetes Educator (CDE) certification.
- Health informatics knowledge to efficiently manage and utilize patient data.
- Data analytics skills to track patient outcomes and inform program improvements.

### Other personal attributes

- Desire to join CLF culture and align with our values: **All embracing, Compassionate, Authentic, Transformative**
- Commitment to patient-centered care tailored to individual patient needs and preferences.
- Skills in promoting health literacy to enhance patient understanding and self-management.
- Experience designing and implementing community health initiatives leveraging technology.
- Awareness of healthcare regulations and compliance, including HIPAA, to ensure patient privacy and data security.
- Team player and capable of thinking outside the box.
- Ability to make sound, timely, and accurate judgment while supporting reasoning for decisions.
- Ability to communicate professionally.
- Self-starter, resourceful, flexible, and well organized.
- Professional, responsive, and possess a positive work attitude.



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### **Benefits of Employment:**

- 3 weeks of vacation
- Eligible to enroll in Health benefits (after 3 months of employment)
- CLF Summer Hours – 4 extended long weekends (Friday – Monday) from Victoria Day to Labour Day
- 12 sick/personal days per year (not bankable)
- Week between Christmas and New Year’s Office Closure: paid days off
- In addition to statutory and provincial holidays, paid days off for Easter Monday, Remembrance Day, and National Day for Truth and Reconciliation

*Canadian Liver Foundation is an equal opportunity organization committed to diversity and inclusion; we welcome applications from all qualified individuals, including persons with disabilities, racialized, indigenous persons of any gender identity and sexual orientation, and newcomers. We provide accommodation at all stages of the selection process and through employment in accordance with the Human Rights Code and AODA.*

*We, at the CLF, are extremely passionate about our common mandate and we believe that each of our team members contributes in their own specific role to reach that goal and we strongly encourage individuals with **lived experience** and those that have faced barriers to apply for this position.*