



Virtual Program Coordinator

Gilda's Club Greater Toronto

“There are those who open their hearts to others...who never think twice about giving of themselves. They are the wonderful, warmhearted people who make all the difference in our lives.”

- Gilda Radner -

If you can imagine yourself improving the quality of life for people impacted by cancer and their families then Gilda's Club Greater Toronto may be the place for you.

Who We Are

Gilda's Club Greater Toronto (GCGT) is a registered charity that is making an important difference for cancer patients, their family and friends in the Greater Toronto Area. It is one of 175 members of the Cancer Support Community (CSC), the largest professionally led non-profit network of cancer support worldwide, which delivers more than \$50 million in free support services to patients and families.

Gilda's Club Greater Toronto has often been referred to as “the missing link in the cancer care system.” ~ Patrick J. Gullane, MB,FRCSC,FACS,FRACS (Otolaryngologist, University Health Network).

Gilda's Club is named after legendary comedian Gilda Radner of Saturday Night Live fame, who died of cancer in 1989. While in treatment in the mid-80's, Gilda visited a cancer support community in Los Angeles where she found others going through a similar experience to hers and she drew strength and comfort from that supportive environment. It was Gilda's hope that “such support communities” be available to anyone touched by cancer so no one would have to face cancer alone.

What We Do

The impact of cancer is not only physical but deeply emotional. Gilda's Club Greater Toronto (Gilda's) is a community of support where people facing the fear and uncertainty of a cancer diagnosis, personally or for a loved one, can find strength in others who share their experience. The supportive and educational programs at Gilda's are an essential component of a complete cancer care plan and a compliment to medical treatment. Those who seek support in this community are embraced as “Members”.

Since 2001, Gilda's has improved the quality of life for more than 12,000 Members experiencing cancer-related stress, to restore a sense of control, redefine hope, reduce stress and isolation during and after cancer treatment for improved quality of life. All programs are provided free of charge so there is no financial barrier to accessing support in this community.

Today, with the added worries related to COVID-19 and the need for physical distancing, Gilda's operates virtually, connecting with Members online to deliver programs that include education, physical activity and support groups from the comfort of their own homes. This



thriving virtual community has become for some, the only connection to emotional support, the only outlet for physical exercise and the only place to meet others who can relate to their feelings of isolation, fear and anxiety.

Position Overview

Reporting to the Director, Clinical Programs, the Virtual Program Coordinator is someone who enjoys interfacing with the community and delivering cancer support programs through virtual mediums. The Virtual Program Coordinator is a mental health professional whose curiosity, creativity and entrepreneurial spirit will bring a new approach to program delivery and community support.

Primary Responsibilities

Program Coordination & Administration:

- With oversight from the Director, Clinical Programs, the Virtual Program Coordinator Act as the staff lead on all virtual programming and ensure that the diverse, high quality virtual programs offered align with the mission, vision, values, policies and guidelines of GCGT.
- Organize and complete weekly registration, track member attendance and create usage reports for all virtual programs.
- Maintain accurate details of program services, membership attendance, electronic member records and notes in the Member database.
- In collaboration with the program team support the development and scheduling of all GCGT programming, with volunteer facilitators and Subject Matter Experts (SMEs) to support the delivering of virtual programming.
- Attend monthly clinical group supervision, and quarterly facilitation meetings.
- Support members in accessing virtual programs. Including responding to member inquiries, troubleshooting concerns, and challenges of accessing virtual programs.
- In collaboration with the program team respond to members needs and identify any member related concerns.
- Other duties as assigned, as negotiated and agreed upon, based on need, as defined by the Gilda's Club Greater Toronto Director, Clinical Programs.
- Liaise with and provide support to all the volunteers and facilitators who are focused on developing and implementing virtual programs.
- In collaboration with the Director, Clinical Programs and the Volunteer Coordinator, provide training and of to volunteer facilitators.

Communication:

- Maintain high quality consistency with program communication materials.
- Facilitate the development and distribution of weekly Member newsletter.
- Develop virtual program related messaging for Social Media, website and promotional materials and outreach.



- In collaboration with the Director, Clinical Programs participate in Member focused communications that continuously address the changing needs of the Gilda's Club Greater Toronto membership by soliciting input and feedback.

Program Reporting and Evaluation:

- Support accurate statistical and database records in accordance with Gilda's Club Greater Toronto and Cancer Support Community policies.
- Submit timely monthly and quarterly program reports and data internally and through ADAPT proprietary software.
- Assist Program Department, data entry and maintaining member electronic files using Salesforce database.
- Report program data and statistics as necessary to stakeholders as required. Including the quarterly board reports in conjunction with the Director, Clinical Programs.
- Together with the program team, create tools for evaluating virtual programs and their impact.
- Compile survey findings and disseminate to facilitators and program team.

Qualifications:

- Professional degree in Social Service Worker, Social Work, Psychology, Child Life Specialist or a related mental health field, from an accredited institution.
- Minimum of 3 years experience working in the charitable sector in the delivery of services.
- Group facilitation experience required.
- Strong proficiency with Microsoft Office software applications including TEAMS, Outlook, Word, PowerPoint, Excel.
- Experience using a CRM database an asset.
- Experience using electronic mailing systems such as Mailchimp.
- Registered and in good standing with professional college and/or professional association is an asset.
- Experience working with children and adults under stress an asset.
- Experience working with and supervising volunteers an asset.
- Familiarity in working with adults and or children/teens in the area of oncology, and grief/loss would be an asset.
- Available for evening hours and weekends as program schedule dictates.
- Knowledge of the local community and cancer support services is preferred.

Commensurate with experience, the successful candidate will receive a competitive compensation package that includes a comprehensive benefits plan.

The successful applicant will need to undergo and pass a Vulnerable Sector Screening police check.

Gilda's Club Greater Toronto is an equal opportunity employer. Gilda's Club is committed to delivering and improving accessibility in employment for all persons with disabilities.



Accommodation is available, upon request, in the application and interview process and in the course of all other methods of selection of employees. Successful candidates for employment will be introduced to and trained in respect of all of our human rights, accommodation and accessibility policies.

How to apply

Please send your resume, cover letter via email with the subject line reading “Virtual Program Coordinator” in confidence to: info@gildasclubtoronto.org

Application deadline: March 12, 2021.

Only those candidates selected for an interview will be contacted. We thank all applicants for their interest in working at Gilda’s Club Greater Toronto.

Employment Type

- Contract, Full-Time.
- Eight (8) month contract with potential opportunity to extend.
- Due to restrictions related to COVID-19, the successful candidate must be able to work at home as mutually determined in advance.