



Hemophilia Ontario
Help Stop the Bleeding

Hémophilie Ontario
Arrêtons l'hémorragie

Hemophilia Ontario is accepting applications for the position of Member Services & Support

Hemophilia Ontario; for over 65 years, Hemophilia Ontario has been the foremost patient advocacy and support organization for individuals with inherited bleeding disorders in Ontario. Founded in 1956, Hemophilia Ontario is an independently incorporated not-for-profit charitable organization, and member of the Canadian Hemophilia Society (CHS). Hemophilia Ontario has a rich history of educational in-person programming, community building and support, and political advocacy. Throughout the years, Hemophilia Ontario has helped members navigate the many changes in the treatment of inherited bleeding disorders, supported our community through the events and fallout from the tainted blood tragedy, and continues to work to meet the needs of the inherited bleeding disorders community in Ontario today through the efforts of its five full-time staff members, board of directors, and an extensive network of committed volunteers.

Position Responsibilities: Reporting to the executive director the manager of member services and support is responsible for the following job functions.

Managing the Ministry of Health grant funding, preparing two major reports annually

Providing financial, advocacy and educational supports to the members of Hemophilia Ontario

Acts as clinic liaison for the nine Hemophilia Treatment Centers in our Jurisdiction

Prepares budget for the department in consultation with the Executive director

Works in tandem as part of the Hemophilia Staff team in the preparation of both online and in person education programs for members and stakeholders of Hemophilia Ontario.

Responsible for the maintenance and updating of the member data base

Maintains and updates department information on the Hemophilia Ontario website

Produces clinic newsletter for distribution monthly

Represents Hemophilia Ontario on a number of blood safety and member advocacy committees

Grant Writing

Compensation and benefits: This a full time position (37, 1/2hrs.per wk.) with benefits

Salary Range: \$50,000.00 to \$56,000.00 per annum

Paid vacation

Lieu time accumulation

Work from home, mileage paid

Business phone and laptop supplied

Travel and mileage allowance



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Position Requirements:

In order to be considered for this position, applicants must clearly demonstrate how they meet the education and experience as outlined below:

Experience in case management or member support roles.

Experience in a customer service role.

Experience managing multiple work priorities under pressure and within critical timeline constraints.

Ability to work independently and as part of a team

Excellent people skills, good communicator, strong listening skills, empathetic, ability to analyze and problem solve

Preference may be given for those with one of more of the following:

Progressive experience building and maintaining strategic working relationships with colleagues, clients and outside agencies and interests.

Experience identifying options and providing recommendations to senior staff.

Experience working with Indigenous nations. (This experience may have been gained in a professional, community or volunteer setting)

Applicants who self-identify as Black, Indigenous or a person of color (BIPOC), people who identify as LGBTQ2S+ and/or people with disabilities

Applicants with lived experience of inherited bleeding disorders or chronic illness.

Applications to be sent to Byron James, Executive Director Hemophilia Ontario

bjames@hemophilia.on.ca