

IT'S YOUR LIFE. IT'S YOUR CHOICE.



**Dying With Dignity Canada**

500 - 1835 Yonge Street

Toronto, ON M4S 1X8

Tel: 1-800-495-6156

info@dyingwithdignity.ca

## Office Administrator

### About Dying With Dignity Canada

Dying With Dignity Canada (DWDC) is the national human-rights charity committed to improving quality of dying, defending end-of-life rights, and helping Canadians avoid unwanted suffering.

### DWDC has four strategic priorities:

1. Nurture a more inclusive and diverse end of life rights movement: DWDC will seek out, listen to, and integrate more perspectives in the work that we do
2. Address barriers to accessing a good death: DWDC will lead national advocacy efforts to eliminate obstacles to end-of-life choice, including access to advance requests and end forced transfers
3. Deliver high quality, relevant programs and services: DWDC will provide information, education, and support to individuals, families, and clinicians across Canada
4. Ensure sustainability, resiliency, and mission success: DWDC will invest in the growth and development of the organization and its people

DWDC is committed to promoting a culture of wellbeing for our team. We provide extensive benefits and support for all team members so you can focus on doing meaningful work. Our perks include:

- Competitive salary
- Three weeks' paid vacation and paid sick days
- Health benefits, including an EAP program and additional mental wellness supports
- Matching Group Retirement Savings Program
- Flexible work hours and hybrid work model
- Opportunities for professional development

### Overview

The Office Administrator plays an integral role in providing leadership for operational and administrative activities and ensuring the office operates efficiently. This position will have operational responsibilities including IT, financial and HR functions. Along with functional



skills, the Office Administrator is a self-confident, proactive thinker with a demonstrated regard for confidentiality and a high level of judgment. Described as the glue that holds the team together, the Office Administrator is always thinking ahead to ensure that we are well prepared to act effectively and efficiently.

**Salary range:** \$53,000 – \$60,000 annually

**Reports to:** The CEO

**Direct Reports:** Operations Coordinator (dotted line to Director, Programs and Manager, Volunteer Engagement and Chapter Development)

## Key Deliverables & Responsibilities

### General Administration

- Handle incoming calls and emails, determines nature of business, identifies priorities, and responds or redirects appropriately
- Develop and maintain organizational system for electronic files, records, and archives
- Arrange and coordinate meetings and appointments
- Coordinate travel and guest arrangements as required
- Draft professional communication and documentation as required, including policies, manuals, forms, procedures, proposals, and other documents
- Research, edit, prepare, and compile reports and presentations
- Train staff on the use of office equipment and systems
- Manage membership program and ensure notices regarding memberships are sent out in a timely manner
- Manage relationships with vendors, service providers, and building management
- Act as the first point of contact for building management on maintenance and related items

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## Systems

- Act as Microsoft Office 365 Administrator and improve processes within the program, including SharePoint administration
- Oversee IT and telecommunications equipment and activities and act as liaison with external service provider, arrange for maintenance/repair as required
- Implement improvements and provide troubleshooting support for staff as required

## Financial

- Prepare invoices, employee expenses and credit card statements for payment according to internal controls and processes
- Review monthly statements to ensure correct general ledger coding and monitor budget spending
- Prepare payroll files for processing
- Assist with operational budget development
- Assist with annual audit procedures
- Maintain system for contracts and financial agreements

## HR

- Leads diversity, equity, and inclusion initiatives by developing policies and providing education that supports and promotes a culture of diversity, equity, and inclusion
- Maintains and update HR-related documents, files and processes as needed
- Working with CEO or senior team as required, lead staff recruitment activities including interviewing and hiring processes, onboarding, orientation, and offboarding activities
- Act as plan administrator for employee group health benefit program and RSP plan
- Support the CEO in HR activities such as: social activities, staff education, and team training initiatives
- Handle highly sensitive and confidential information
- Work across departments to facilitate policy and process development
- Manage additional duties and special projects as assigned



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- Cross-train and provide back up to Support, Development, and Volunteer teams as required

## Qualifications

- Completed post-secondary school degree or diploma in a relevant field, Business Administration or Office Administration or equivalent experience and minimum of 2 years' experience or equivalent experience
- Previous experience in the areas of diversity, equity, and inclusion an asset
- Advanced proficiency in Microsoft Office Suite including SharePoint
- Proficient in Microsoft 365 administration
- Proficiency in Raiser's Edge / RE NXT, SurveyMonkey, Better Impact, Salesforce an asset
- Previous work within the charitable sector an asset
- Excellent attention to detail, organization and records management, ability to prioritize are required
- Highly professional and able to use sound judgment
- Ability to maintain confidentiality, exercise sound judgement and demonstrate discretion.
- Approachable and able to build relationships and interact with a diverse group of stakeholders
- Adaptable to change and able to learn new skills
- Commitment to inclusivity, diversity, equity, and accessibility
- Excellent communication skills, in English, both verbal and non-verbal are required
- Bilingualism (English/French) is an asset

This is a full-time position and requires in-person work at our National Office at Yonge and Davisville, Toronto, ON. Currently, full-time staff are required in office 2 days per week and can work remotely 3 days per week.

## Personal Values and Traits

The successful candidate will be passionate about defending Canadians' end-of-life rights, including the right to medical assistance in dying. Our team members often communicate

with ill and vulnerable Canadians who are weighing their end-of-life options or with the loved ones of these individuals. As a result, the successful candidate will be a strong active listener who consistently demonstrates compassion, humility, and the utmost discretion in their interactions with others.

Dying With Dignity Canada is an equal opportunity employer and adheres to fair employment practices. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process, as required. Applicants are encouraged to make their needs for accommodation known as early on as possible during the application process.

We encourage applications from Black people, Metis, Inuit and First Nations people, people of colour, people who identify with disability, LGBTQ+ people and people from other equity-seeking groups that face systemic discrimination. DWDC is committed to an inclusive and diverse workplace, and a working environment free from all forms of discrimination, harassment, and violence.

### **Screening Requirements**

Along with a reference check, please note that the successful candidate will be required to undergo a confidential pre-employment criminal record and judicial matters check and a credit background check. Please note that the credit check does not impact your credit score and is only required for positions with access to sensitive financial information.

### **Application Instructions**

Applications will be reviewed on a rolling basis until the position is filled, with an application deadline of Friday, February 3, 2023, at 5 pm. Please send your cover letter and resume to [jobs@dyingwithdignity.ca](mailto:jobs@dyingwithdignity.ca) with the subject line: Office Administrator. You must specify which job you are applying for as we currently have two open opportunities.

Dying With Dignity Canada thanks all applicants, though due to volume we will not be able to respond to all applications. Only candidates invited for interviews will be contacted. No phone calls please.