

Position Title:	Program Coordinator, Clinical Services
Reports To:	Manager, Clinical Services
Position(s) Supervised:	Clinical Services volunteers
Status:	Full-time, 40 hours/week
Term of Employment	Permanent, Full-Time
Salary:	Approx \$56,160 annually, plus benefits
Probation period:	3 months
Location:	HIM (Health Initiative for Men) Health Centres and Davie Street administration office located on the unceded territories of the xwməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səlilil wətaʔt (Tsleil-Waututh) Nations

About Health Initiative for Men Society (HIM)

HIM aims to strengthen the health and well-being of communities of gay, bisexual, queer men, and gender diverse people. We value a comprehensive approach to healthy living; we value our communities' ability to make informed decisions; we value a non-judgmental, sex-positive, and strengths-based philosophy; we value scientific research; we value capacity-building and collaboration; we value the role of our communities. HIM works in four determinants of health; physical, sexual, social, and mental, to foster mutually beneficial relationships among our communities and health professionals ensuring the best possible support and outcomes.

Primary Roles:

Program Coordinator, Clinical Services is a creative, dynamic, friendly person who is enthusiastic about health delivery, meeting new people, developing and strengthening existing community supports accessing clinical services. They should have a strong understanding of queer communities and some of the complexities and barriers that we encounter. An ideal candidate understands the social determinants of health and can describe the ways that those social factors influence our health and well-being.

We are looking for a collaborative person who can work in a fast-paced ever-changing landscape. The successful candidate will participate as an engaged member of the team with the opportunity to contribute to the achievement of the organization's strategic plans and will have a voice in decision making alongside their colleagues.

Key responsibilities:

The Program Coordinator, Clinical Services will work closely with the Manager, Clinical Services playing a key role in the daily operation of the HIM Health Centres within Vancouver Coastal Health and engaging with stakeholders. They will be responsible for recruitment, training, and support of volunteers in the clinical services program. They will be the primary point of contact for people accessing HIM by phone and email. The successful candidate will be an essential part of ensuring people have a positive experience engaging with HIM.

Minimum Qualifications:

- Familiarity with reception, hosting, or front-line customer service
- Proficient and professional telephone skills including answering and redirecting calls, using a system with multiple extensions
- Familiarity with creating a friendly and welcoming reception or front-line customer service experience
- Ability/experience to schedule and coordinate volunteer shifts
- Ability to provide training and support to volunteers
- Outgoing and personable with strong organizational skills
- Ability to work flexible hours
- Excellent collaboration and teamwork skills
- Reliably and efficiently impart information and resources to clients
- Excellent communication skills with people of diverse backgrounds
- Active listening and de-escalation skills
- Experience with queer/2SLGBTQ+ and gender diverse communities is required
- Exceptional ability to be non-judgmental and approachable
- Working knowledge of HIM stakeholders

Preferred Qualifications:

- Familiarity with MS Office 365
- Experience in non-profit organizations, and/or similar organizations (e.g., grassroots groups, Indigenous community organizing)

Working at HIM:

HIM is committed to employment equity and prioritizes the hiring of individuals from underrepresented groups including trans and gender diverse persons, Indigenous / Two Spirit people, people of colour, and people with disabilities. If comfortable applicants are encouraged to self identify in their cover letter or in communication with the hiring committee.

New policies and practices are in place at HIM that support the comfort, safety, and wellness of Trans, gender diverse staff members. For more information or further inquiry about these policies and practices (which include gender affirming insurance options) please send a separate email to Aaron@checkhimout.ca

Other Benefits:

- One paid “flex day” off per pay period
- Vacation time, personal/sick days, and other leave policies
- Extended health benefits after probation, including medical, dental, vision, supplemental gender affirming benefits
- Long term disability (LTD), life insurance coverage, accidental death, and dismemberment (AD&D) insurance
- Staff professional development opportunities and allowance

TO APPLY:

Please email your cover letter and resume/CV to Attention: Lance Hansen at resumes@checkhimout.ca
Applications must be received no later than 5:00 pm on Monday January 15, 2024