



Children's
Healthcare
Canada

Santé
des enfants
Canada

Title: Manager, Member events (mat leave)
Start date: July 1, 2024
Apply by: May 6, 2024, by 1700 Eastern

Reports to: Senior Advisor, Knowledge Mobilization
End date: August 15, 2025
Salary range: \$55,000 to \$70,000 annually

About Children's Healthcare Canada

Children's Healthcare Canada is a national association serving children's healthcare delivery organizations across the continuum of care. Our membership includes all 16 of Canada's children's hospitals as well as community and regional hospitals; rehabilitation and child development centres; regional health authorities; and respite, palliative, and home care agencies serving children and youth. We exist to serve our members and accelerate excellence and innovation in health systems serving children, youth, and their families in Canada.

The Children's Healthcare Canada team is small but mighty. There are currently 12 full-time employees working at the Association. At Children's Healthcare Canada, we value inclusivity and strive to create an inclusive, accessible workplace where all individuals feel valued, respected, and heard.

Children's Healthcare Canada offers:

- Full health benefits and pension packages
- Meaningful and rewarding work focused on improving children's health and healthcare
- A passionate, smart, fun, and creative office culture
- Hybrid work – a balance of in-office and at-home work
- Strong leadership with a focus on training and mentoring to help you grow, expand your skills, and become your professional best

Overall job purpose

In general, the Manager, Member Events is responsible for coordinating and evaluating timely, dynamic, and responsive events and services for Children's Healthcare Canada members.

The Manager, Member Events is critical to the success of Children's Healthcare Canada member events and services, which are designed to:

- Share evidence (from research, practice, health systems leadership, lived experience, and policy) and resources, to inform and accelerate the implementation of high-quality child-, youth-, and family-centred care, wherever it is delivered
- Position the Association as a trusted source of evidence and expertise regarding children's health, healthcare, and health systems

The Manager, Member Events is typically responsible for the following:

- **Children's Healthcare Canada Annual Conferences**, a flagship event for members and strategic partners
- **Pop-up events**, smaller, more focused, timely, relevant, and high-value events, designed to advance the sharing of just-in-time information, research, and other evidence to inform healthcare system improvements for children and youth
- **SPARK Knowledge Mobilization Program**, includes a robust suite of products, services, and supports, e.g.:
 - **SPARK: Conversations**, a monthly podcast series for health system leaders and policymakers
 - **SPARK: Impact**, a knowledge mobilization consultation and support service for child health researchers, research institutes, and networks
 - **SPARK learning calendar**
 - **SPARK: Live** webinar series

For this maternity leave contract position, however, please see "Key Responsibilities" (below) for contractor responsibilities.

Key Responsibilities

For this maternity leave contract position, the Manager, Member Events, works in close collaboration with the Senior Advisor, Knowledge Mobilization, and other colleagues, and will be responsible for:

- **Annual Conferences 2024 & 2025**

Children's Healthcare Canada changed the timing of the Annual conferences from Fall to Spring necessitating the delivery of two annual conferences during this maternity leave contract. This contract position will be responsible for leading and/or supporting the planning and implementation of both Annual Conferences.

- **Leading** all logistical aspects of planning and development of the **Annual Conference 2025** (Ottawa, April 11-15) including
 - **Budget** – Creating, monitoring, reporting, and identifying associated risks
 - **Sponsorship** – developing the sponsorship prospectus; identifying, engaging, and negotiating with potential sponsors,
 - **Vendor management** (e.g., Conference venue, AV, platform, app) – Identifying potential vendors, RFP and proposal review and recommendations, and collaborating with selected vendors
 - **Content** (especially, concurrent sessions and posters) – Establishing and managing the abstract process, issuing call(s) for abstracts, engaging a review committee to review and select abstracts, providing orientation and support to new abstract reviewers
 - **Pre-conference meetings or sessions** - Coordinating these events, liaising with meeting organizers, arranging AV and other supports, issuing invoices as required
 - **Evaluation** – Developing evaluation tool, coordinating the process, following up as required
- **Supporting** the planning and delivery of **Annual Conference 2024** (St. John's, NL, October 20-22)
 - **Content** – Engaging with abstract authors to ensure timely receipt of submissions and related assets, and responding to questions
 - **Awards** – Facilitating and managing the work of the member-led Awards Committee, managing the awards voting process, contacting winners, and purchasing the awards
 - **Virtual elements** – Supporting the Manager, Brand & Digital Communications to deliver all aspects of the virtual portion of the conference
- **Pop-up events**
 - **Coordinating** the delivery and evaluation of a 5-part virtual pop-up series of webinars (May – November 2024) to support a SPARK: Impact project related to gender-affirming care for youth and young adults
- **SPARK: Knowledge Mobilization Program**
 - Managing and improving all aspects of the Program, in collaboration with the Senior Advisor, Knowledge Mobilization, including
 - **Program components** – Coordinating, tracking, maintaining assets for, engaging speakers, promoting, reporting on, and evaluating Program elements, including
 - SPARK: Conversations podcasts (monthly)
 - SPARK: Impact Program and related services and supports (ongoing)
 - SPARK: Learning calendar – maintain learning calendar and work with colleagues to guide SPARK learning series
 - SPARK: Live webinars (as opportunities arise)
 - **SPARK: Conversations Podcasts** (and possibly SPARK Live Webinars) (as the live producer)
- **Additional duties as assigned**
 - As is often the case when working as part of a small team, this role may include ad hoc tasks and responsibilities not listed on this profile.
 - Many tasks or assignments may include support for or informal reporting to other Children's Healthcare Canada team members.

Key Competencies (e.g., attitude, knowledge, skills, behaviours)

Core competencies:

At Children's Healthcare Canada, every team member is expected to demonstrate:

- **Professionalism:** Demonstrate professionalism in all interactions and representations of the Association
- **Service mindset:** Maintain a service-oriented approach to provide value to members and strategic partners
- **Commitment to Quality:** Uphold high-quality standards in all aspects of work and deliverables
- **Focus on Results:** Prioritize achieving tangible outcomes and making a measurable impact
- **Creativity and Innovation:** Foster creativity and innovation in event planning and execution
- **Effective Collaboration:** Collaborate effectively with team members and stakeholders to achieve common goals

Position-specific required competencies

To be successful, the Manager, Member Events is expected to demonstrate:

- **Event &/or project management expertise:** Proven expertise in events and/or project management
- **Organizational & time management skills:** Ability to effectively manage multiple tasks and projects, prioritize competing priorities, and meet deadlines
- **Attention to detail:** Pay close attention to detail in all aspects of event planning and execution
- **Proactivity, initiative, & autonomy:** Take proactive steps and demonstrate initiative in identifying and addressing challenges
- **Improvement mindset:** Identify opportunities for improvement, make recommendations and/or take action to improve processes and outputs
- **Self-motivation & self-awareness:** Self-motivation and self-awareness in driving personal and professional growth
- **Flexibility & adaptability:** Adapt to changing circumstances and embrace opportunities for change
- **Reliability & Integrity:** Maintain reliability, honesty, and integrity in all interactions and commitments
- **Strong communication skills:** Strong interpersonal, verbal, and written communication skills to effectively convey information and ideas
- **Technical proficiency:** Proficiency in relevant software and tools (e.g., Zoom, Zoho One, Microsoft 365, MailChimp, Adobe, and Canva)

Additional competencies, considered **assets** in this position

- Critical and strategic thinking
- Experience working for a member-based organization
- Ability to leverage technology to engage with a national community
- Bilingualism (English/French)

Education & Experience

Education

This position requires **a minimum of a college diploma** in events management or another comparable program.

Experience

This position requires a minimum of **3 years of experience** in events management or another comparable position. Experience in project management is considered an asset.

To Apply

If you are interested in this contract position, please submit your application on or before May 6, 2024, at 1700 Eastern to probeson@childrenshealthcarecanada.ca.