Unison
Health & Community Services

Job Posting:
Client Experience Survey Coordinator
Part-Time Contract-0.8 FTE (28 hrs a week for 10 weeks)

Unison Health and Community Services is a non-profit, community-based organization that serves neighbourhoods in North West Toronto. Operating out of five locations, Unison offers core services that include primary health care, counselling, health promotion, early years programs, legal services, harm reduction programs, housing assistance, adult protective services, Pathways to Education, diabetes prevention and Diabetes Education Centre (DEC).

Unison's mission is working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change. Unison is committed to working from an inclusive, pro-choice, sex positive, harm reduction, anti-racist, anti-oppression and participatory framework.

Unison conducts an annual client experience survey. We survey clients from across the organization to get their perspective on our programs and services, including areas for improvement. We do this in our waiting rooms and at our group programs with a team of surveyors. Our target is to survey 800 clients from all sites, or approximately 10% of the clients that come into our buildings.

At this time, Unison is seeking a part-time (28 hours per week for 10 weeks) Client Experience Survey Coordinator. The contract will begin the week of September 15, 2014. Rate of pay is $20/hour.

The responsibilities of the Coordinator will be as follows:

- Recruit, train and support a team of six surveyors;
- Schedule and coordinate survey implementation across Unison sites;
- Oversee project budget/finances;
- Assist with data entry;
- Analyze survey data and create summary reports (in graphs/charts);
- Work with health planner and managers to ensure goals are met.

Qualifications for the position are:

- A relevant undergraduate degree or or a combination of educational preparation and relevant experience;
- Excellent interpersonal skills;
- Strong verbal and good written communication skills;
- Demonstrated ability to take initiative and work independently;
- Superior organizational skills and attention to detail;

- Sensitivity to persons of different educational, economic, cultural, racial and other backgrounds;
- Basic data analysis skills;
- Computer software skills (Excel, Survey Monkey);
- Second language (in particular, Somali, Portuguese, Spanish, Italian, French or Russian) an asset.

Interested candidates are asked to submit a résumé with covering letter by 5:00 p.m., August 15, 2014 to:

Hiring Committee – Client Experience Survey Coordinator
Unison Health and Community Services
12 Flemington Road
Toronto ON M6A 2N4
hirings@unisonhcs.org

We welcome applications from people who are reflective of the diverse communities we serve, including those who might need accommodation.

Please note that due to the volume of applications, only those applicants selected for interviews will be contacted.