

Job Posting:

Client Experience Survey Coordinator

Part-Time Contract-0.6 FTE (21 hrs per week for 11 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 Program (DEP).

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 600 clients across 4 sites.

At this time, Unison is seeking a part-time (21 hours per week for 11 weeks) Client Experience Survey Coordinator, with the possibility of working some extra hours during the 3 week survey administration period. The contract will begin the week of September 24, 2018. The rate of pay is \$21/hour.

The responsibilities of the Coordinator will be as follows:

- Recruit, train and support a team of four surveyors;
- Schedule and coordinate survey implementation across Unison sites;
- Oversee project budget/finances;
- Assist with data entry;
- Conduct preliminary analysis of survey data.

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;
- Experience serving Unison's priority populations (seniors with complex needs, people with mental health and addictions, LGBTTTQ+, and youth facing barriers)
- Basic data analysis skills;

- Computer software skills (Excel, Survey Monkey);
- Fluency in a second language (in particular Portuguese, Spanish or Russian) is an asset.

Interested candidates are asked to send via email their résumé with covering letter by 9:00 a.m. August 7, 2018 to:

Hiring Committee – Client Experience Survey Coordinator
Unison Health and Community Services
hirings@unisonhcs.org

Please cite UN_2018_038 in the subject line of the email

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

Where needed, accommodations for applicants with disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.

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