

The Nanny Angel Network is a not for profit organization that provides free childcare for mother's with cancer. We believe that no mother should have to choose between their own health and caring for their children. We also believe that no child should have to endure a mother's illness or death due to cancer without support. Our mission is to lessen the impact of cancer on families through a network of specially trained volunteer Nanny Angels.

If you would like to join an organization that has an immediate impact on the lives of families and truly make a difference in the world, this is an opportunity you should consider.

## Program Coordinator

Seeking an exceptional operational and administrative resource to the NAN Team. Coordinates program implementation and evaluation. Identifies operational improvement opportunities to create a more efficient program.

### **Program Coordinator Responsibilities:**

- **Books first visits with Child Life Specialist and Volunteers**
- Coordinates and books all visits of volunteers/Child life Specialist
- Maintains Nanapply database
- Records all contacts and correspondence with volunteers, families and referral sources
- Contact families monthly to update client status
- Provides feedback summaries to team regarding client updates and volunteer feedback
- Maintains waitlist and engagement with families
- Keeps track of document updates and renewals required of volunteers
- Collects updated documents from volunteers and families
- Manages special programs such as camps and daycare spots
- Creates reports from stats on volunteer visits, hours and clients numbers, waitlist etc.
- Manages inventory of uniforms, toys and books
- Manages shopify store of volunteer supplies
- Fills requests for toys and books and ships to volunteers.
- Coordinate ordering and delivery of Mabel's labels to new families

## **Education and Experience**

- Bachelor's Degree in Business Administration, Healthcare Administration or related field preferred.
- Additional progressively responsible experience may offset degree requirement
- Minimum of 2-3 years of experience in a coordination role setting preferably for Charities or Hospital or Nursing Programs
- Experience in data management preferred
  
- Proficiency in Microsoft Office Suite of products, including an advanced understanding of Excel (formulas, graphs and data management analytics)
- Experience with CMS, Client Tracking preferred

## **Certifications:**

- Driver's license and access to a vehicle an asset

## **Complexity of Work:**

- Requires multitasking, critical thinking skills, decisive judgment and the ability to function in highly interactive team environment.
- Highly detail oriented
- Must be able to take appropriate action in a stressful environment.
- Solid communication and customer service skills.
- Knowledge of project management and communication practices preferred.
- Strong computer skills.
- Open concept office environment

## **Qualifications**

- Self-starter
- Solid interpersonal skills
- Passion and commitment to support Nanny Angel Network's mission
- Excellent written and verbal communication skills
- Ability to think outside the box and make a difference
- Able to work in a high paced, diverse office environment

## **Physical Requirements:**

- Ability to operate office equipment and personal computer.
- May require extended periods of sitting and frequent standing.
- Good visual acuity through normal or corrected vision.
- May be required to lift up to 25 pounds.

If you are interested in applying for this position, please submit your resume to Audrey Guth, Founder of NAN at [a.guth@nannyangelnetwork.com](mailto:a.guth@nannyangelnetwork.com).

Competency	Behaviour/Expectation
Planning and Organizing	<ul style="list-style-type: none"> <li>● Balances tasks and priorities in order to manage workflow; ensures the completion of essential tasks, meets critical deadlines</li> <li>● Effectively manages the appearance of the office</li> <li>● Can work effectively within timelines and budget</li> </ul>
Proactive	<ul style="list-style-type: none"> <li>● Demonstrates the ability to foresee problems and prevent them by taking action</li> <li>● Utilizes experience, business and analytical skills to effectively interpret and anticipate needs</li> <li>● Interacts professionally with all stakeholders (internal and external) at all times</li> <li>● Promptly responds to requests with accuracy and a courteous demeanor</li> </ul>
Team player	<ul style="list-style-type: none"> <li>● Works as a competent member of the team</li> <li>● Willingly provides back-up support for colleagues when appropriate</li> <li>● Actively supports the goals of the organization</li> </ul>
Communication skills	<ul style="list-style-type: none"> <li>● Active and effective listening</li> <li>● Uses high quality, professional oral and written skills to project a positive image of the businesses</li> <li>● Speaks with confidence using clear, concise sentences and is easily understood</li> <li>● Produces well thought-out, professional correspondence, free of grammatical and spelling errors</li> <li>● Is compassionate and kind when dealing with NAN stakeholders</li> </ul>
Judgement	<ul style="list-style-type: none"> <li>● Exhibits sound judgment and the ability to make reasonable decisions in the absence of direction</li> <li>● Swiftly refers problems/issues to the appropriate person(s) when necessary</li> <li>● Works effectively without constant and direct supervision or guidance</li> </ul>
Analytical skills	<ul style="list-style-type: none"> <li>● Ability to problem solve</li> <li>● Know when to ask for support</li> <li>● Solid decision making skills</li> </ul>
Adaptability	<ul style="list-style-type: none"> <li>● Demonstrates flexibility in the face of change</li> <li>● Projects a positive demeanor regardless of changes in working conditions</li> <li>● The ability to manage and execute on multiple conflicting priorities</li> </ul>

Integrity	<ul style="list-style-type: none"><li>• Represent NAN in a positive manner (uphold exemplary reputation)</li><li>• Strong work ethic</li><li>• “Say and do”- deliver on expectations</li><li>• Provide service without judgement or bias</li></ul>