



CHARLES J. ANDREW HEALING CENTRE

Position Description

Job Title: Project and Logistics Coordinator

Reports to: Director of Quality Assurance

Job Classification:

Salary Range: \$0.00

Position Backup: Finance Coordinator

POLICY ADHERENCE

This position is responsible to contribute to and follow policies:

- CJAHC Program Policy Manual
- CJAHC Personnel Policies
- CJAHC Finance Policies

POSITION SUMMARY

The Project and Logistics Coordinator oversees the coordination of project planning and logistics to ensure projects are executed efficiently from initiation through completion. This position manages project schedules, resource allocation, procurement activities, transportation logistics, vendor relationships, and reporting while identifying risks and implementing solutions to improve efficiency. The role requires strong organizational, communication, and problem-solving skills to support cross-functional teams and achieve project objectives safely, on time, and within budget.

DUTIES AND RESPONSIBILITIES

Under the general supervision of the Director of Quality Assurance and/as part of the various workgroups and teams at the Centre, the Project and Logistics Coordinator performs the following essential services at CJAHC.

Leadership and Human Resources

- Provides overall guidance, direction, support, and mentors individuals under direct supervision
- Provides evaluations and feedback to staff under direct supervision on their performance through CJAHC's competency-based performance evaluation process and reports to their immediate supervisor
- Recommend and/or approve direct team member requests for leave in accordance with CJAHC policy and provide leave balances to the team
- Lead the Occupational Health and Safety Committee and submit employee Workplace NL claims
- Complete regulatory reporting (i.e. hazardous occurrence report, building insurance applications, etc.
- Ensures that all human resource documentation for direct staff under supervision is reviewed and approved by the immediate supervisor in a timely manner
- Support for job specific orientation to new hires under direct supervision

Logistics Oversight

- Coordinates staff and external networking meetings and arrange services as necessary including coordinating space, equipment, food and beverage services as required
- Coordinate the logistics, travel, and accommodation of team members as required
- Reconcile administrative purchase order upon prior approval and coding of accounts payable
- Monitor administrative budget and expenditures on a monthly basis
- Oversee the procurement of purchase or sale of equipment
- Maintain bi-annual centre inventory
- Manage and maintains the central filing system
- Manage and maintain electronic and paper filing system for logistics and capital projects
- Manages grounds and facility maintenance for improvement needs to ensure a safe and secure environment
- Ensure motor vehicle registrations and renewals are completed before expiration

Project Coordination

- Lead capital and/or special projects and coordinate contractors, inspections and site access
- Ensures accurate and timely financial & narrative reports are prepared in accordance with contribution/contract agreements with funding agencies or governments
- Ensures contracts, insurance requirements, and government regulations and safety standards are properly followed for building, vehicle and capital projects
- Oversees the procurement function for capital projects including review and award of contracts
- Coordinate meetings, prepare agendas and record minutes for project coordination
- Monitor risks and report delays, applying strong problem-solving skills to address challenges and support timely project delivery

Office Reception

- Greet and direct visitors, families and community members in a friendly and courteous manner
- Politely answer phones, email and general inquiries
- Ensure ongoing maintenance of the telephone and message system
- Maintain, replenish and distribute office, program, operational supplies
- Manage incoming and outgoing mail
- Supporting staff with administrative tasks

Accreditation Compliance Management

- Raises awareness and the importance of accreditation standards and supports teams as needed
- Reviews department policies and procedures relating to accreditation and ensure compliance within operational needs of the Centre
- Supports ongoing quality improvement efforts
- Research emerging trends, industry standards, and legislation that will impact accreditation standards and compliance with CJAHC and work with management to create awareness of anticipated changes
- Participates in networking meetings, conferences, and education sessions
- Participate in YSAC monthly accreditation meeting

Administrative Services

- Attend and participate in all relevant training, team and staff meetings (huddles) as required
- Complete all paperwork as needed such as bi-weekly time sheets and leave requests
- Complete documentation of incident reports, medical reports, and case notes as required
- Complete monthly report to direct supervisor

Professional Development

- Maintains and records necessary certifications, and mandatory training requirements in a learning portfolio and submits at annual performance review
- Seeks opportunities and attends training for professional growth and competency building

Perform other related job duties as assigned

QUALIFICATIONS**Education and Experience**

- Certificate or Diploma in Office/Business Administration
OR
 - Grade 12 or Equivalent AND three (3) years direct work experience in a project and logistics coordination or related field
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Other Requirements:

- Must be very organized and able to multi-task while maintaining efficiency and accuracy
- Can function in a computerized environment, including a working knowledge of Microsoft Office such as Word, Excel and PowerPoint
- Possess excellent typing skills as well as an ability to take minutes and transcribe meetings
- Fluency in an Indigenous language is an asset
- Knowledge of Indigenous traditions and customs, including natural healing is an asset
- Ability to function independently and as part of a team, to be flexible and to adapt to change
- High level of professionalism and ability to maintain confidentiality at all times
- Excellent verbal and written communication skills, with the ability to convey information clearly and professionally to diverse groups
- Exhibits strong attention to detail
- Able to work under pressure and in crisis situations
- Subject to call back and overtime as required
- Must maintain a healthy lifestyle, recognizing they are viewed as a role model in the Community

The Charles J. Andrew Healing Centre is accredited by the *Canadian Accreditation Council (CAC)* and as a condition of employment, the incumbent is required to participate fully in the accreditation process.

All employees of the Charles J. Andrew Healing Centre must adhere to a strict confidentiality policy and will be required to sign an *Oath of Confidentiality* and observes the *Code of Ethics Policy*.

Reports to: Director of Quality Assurance

Project and Logistics Coordinator (*Print Name*)

Supervisor (*Print Name*)

Project and Logistics Coordinator (*Signature*)

Supervisor (*Signature*)

Date

Date

CORE COMPETENCIES

Leadership:

- Ability to motivate and direct the clinical team toward the same goals and objectives while providing information, knowledge and methods of clinical care for youth and families;
- consistently encourages advancement in clinical methods and staff development in order to improve the clinical program at CJAHC
- Accountability & Dependability – takes personal responsibility for the quality and timeliness of work and achieves results with little oversight
- Self-Management – manages own time, priorities and resources to achieve goals
- Attention to Detail – diligently attends to details and pursues quality in accomplishing tasks
- Ethics & Integrity – earns others' trust and respect through consistent honesty and professionalism in all interactions

Supervisory:

- Ability to provide oversight and direction to the clinical team by identifying and understanding issues, problems, and opportunities;
- can compare data from different sources to draw conclusions and uses effective approaches that facilitate others and develop appropriate solutions with a focus on outcomes and performance.

Operations Management: Ability to provide oversight and direction for the day-to-day operation of the office by identifying and understanding issues, problems, and opportunities; demonstrates a strong ability to provide organization, direction and control to the various administrative teams and individuals; uses effective communication and is responsive to the clerical and administrative needs of co-workers, teams/units and CJAHC operations

- Problem Solving – able to anticipate problems and oversee its solution by weighing alternatives; consulting others and; arriving at a reasonable decision
- Communication – Demonstrates the ability to write and speak effectively, using conventions proper to the situation and demonstrates a commitment to listening to staff, clients and Treatment Team
- Performance – works to improve the performance of oneself and others by pursuing opportunities for continuous learning/feedback and constructively helps and coaches others in their professional development
- Responsiveness – able to respond to clinical staff and client needs in a timely and thorough manner; prioritizes client needs, does what matters and; follows up to evaluate client satisfaction
- Conflict Management – able to manage and resolve conflicts and creative tension and differences while being able to anticipate and take steps to prevent counter-productive confrontations

Occupational and Administrative: Demonstrates capabilities and knowledge of working in an office environment, including effective planning, organizing and communication; Works cooperatively with others to ensure an effective work environment and is able to manage their time, space and tasks; Organizes work, sets priorities, and determines resource requirements; determines necessary sequence of activities needed to achieve goals while demonstrating high professional standards

- Work Cooperatively – uses knowledge of the organization structure to solve problems and goals
- Communication – applies effective communication skills including written, oral and listening
- Planning & Organizing – coordinates ideas and resources to achieve goals
- Accuracy – the completion of all required administrative documents, including logs, reports, shift notes, etc. in a timely manner in accordance with rules, regulations and CJAHC standards
- Time Management - determines the appropriate allocation of time
- Space Management - effectively manages the workspace (i.e., keeps a clean and organized workspace, appropriately handles all paperwork, maintains control over the physical environment, etc.)
- Task Management - balances conflicting priorities in order to manage workflow, ensure the completion of essential tasks, and meet critical deadlines
- Safety Standards – adheres to Occupational safety standards and practices relevant to job duties
- First Aid – ensures the use of appropriate methods and practices to administer minor first aid services

- Computers – documents and updates Family files by using computer equipment and software and alerts Supervisor to any concerns related to Family status and successful outcomes
- Policy Compliance – follows CJAHC policies, regulations and practices that meet Family goals

Health and Safety Awareness: Ability to identify and correct conditions that are unsanitary, unsightly and unsafe; performs a variety of cleaning operations and assisting with minor repairs to the facilities and building according to specified safety protocols and standards; ability to interpret safety signs in work areas; upholding health and safety standards

- Problem Identification – demonstrates ability to detect and report hazardous working conditions and safety problems
- Safety Regulations – understands and complies with safety regulations and procedures and can explain safety equipment and procedures
- Monitors – monitors safety or security issues after taking corrective action and ensures continued compliance; be aware of youth and staff safety while performing cleaning and maintenance
- Orderly – demonstrates the ability to keep all equipment, cleaning materials and refuse in a neat and orderly manner at all times
- Responsive – acts accordingly to immediate to unsafe situations requiring the clean up any hazard materials such as broken glass, liquids on stairs and floors etc.
- Occupational Safety – upholds health & occupational safety regulations and takes reasonable care for the health and safety of themselves and others around them

Ethics & Trust: demonstrates an ability to be conscientious about one's choices and is able to apply professional code of ethics and conduct oneself so that the organization's interest is protected and demonstrates personal integrity and implements the organization's privacy policy.

- Ethical Behaviour – demonstrates a high standard of ethical behaviour and utilizes sound judgment
- Builds Trust – is capable of building trust by being accountable, demonstrating respect, open communication and being dependable
- Integrity – is able to demonstrate model behavior (role model) to supervisor, co-workers and families
- Utilitarian – ethicists and emphasizes ethical action that provides the most good or does the least harm for the most people
- Rights – demonstrates a commitment to protecting and respecting rights of families and employees
- Fairness – shows a commitment to treat everyone fairly, equitably and consistently
- Virtuous – upholds dispositions and habits that enable others to act according to the highest potential and on behalf of our values

Communication: Keeps others informed as appropriate and clearly conveys and receives information and ideas through a broad range of communication styles and variety of media to individuals or groups in a manner that engages the listener, helps them understand and retain the message, and invites response and feedback; Demonstrates effective written, oral, and listening skills.

- Listening – demonstrates attentive listening, comprehension and learning from what others say
- Speaking – conveys ideas and facts orally using clear language with a respectful tone and manner that clients, co-workers and the general public will best understand
- Reading Comprehension – grasps the meaning of information written in English, understands written basic clinical language and is able to apply this to work situations
- Writing – conveys ideas and facts in writing using language the reader will best understand
- Electronic – able to utilize electronic media; communicates effectively with adequate frequency and quality
- Range of Styles – utilizes a broad range of communication styles, asks questions to seek clarification and ensures style is appropriate for the given situation

Problem Solving: Ability to anticipate problems; sees the potential impact and gathers information in addressing its solution by weighing the alternatives against objectives and arrives at reasonable decisions; recognizes and accurately evaluates the

signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner

- Difficult Situations – is able to assess and resolve difficult or complicated challenges or situations
- Problem Analysis – capable of framing problems before trying to solve them by breaking them down to all of their facets, including hidden or delicate aspects
- Insight & Options – shows insight into the root-causes of problems. Generates a range of solutions, courses of action with benefits and risks associated with each
- Thinking ‘outside the box’ – probes all fruitful sources for answers and thinks ‘outside the box’ to find options; able to use the good ideas of others to help develop solutions and seeks advice from those who’ve encountered similar problems

Professionalism: Demonstrates appropriate behavior, attire, attitudes, and social interactions; responds appropriately to instruction and constructive criticism; maintains a positive, optimistic, success-oriented attitude; provides recommendations and feedback to the Executive Assistant/Accreditation Coordinator in a timely manner

- Efficiency – conducts work in an objective, conscientious, effective and efficient manner
- High Standards – perform duties in accordance with the highest standards of profession and exercise due care
- Care of Property – shows proper care and regard for the property of CJAHC, utilizing resources for the purpose of carrying out organizational business
- Professional Competency – endeavors to improve professional competency and work ethic
- Integrity – demonstrates honesty and integrity in the fulfillment of professional responsibilities

Collaboration and Teamwork: Builds constructive working relationships with clients, colleagues and others in order to achieve the goals, objectives and responsibilities of the job; behaves in a manner that is professional and appropriate while participating as a contributing member of the CJAHC team; works cooperatively with others involving them and sharing information as appropriate; shares the success and credits for team accomplishments

- Relationship Building – builds positive and effective working relationships characterized by a high level of acceptance, cooperation and mutual respect
- Teamwork – promotes cooperation and commitment within a team in order to achieve goals and deliverables
- Facilitating Groups – promotes and enables cooperative and productive group interactions
- Valuing Diversity – helps create a work environment that embraces and appreciates social and cultural diversity
- Commitment – promotes cooperation and dedication within a team in order to achieve organizational goals and deliverables
- Support – supports colleagues’ work and deliverables and responds to those who need assistance
- Team Unity – encourages team unity through sharing information, working together to solve problems, and putting organizational success first
- Joint Ownership – ensures joint ownership of goal setting, commitments and accomplishments. Involves everyone on the team
- Conflict Resolution – engages in effective conflict resolution with sensitivity to others’ feelings and is able to diffuse tense situations appropriately

Cultural Diversity: The ability to interact effectively with people of different cultures and socio-economic backgrounds, particularly within First Nations and Inuit communities/societies; demonstrates a willingness to embrace cultural differences and practices; encourages and supports family’s cultural development and learning respecting and recognizing the diversity within the community.

- Family Diversity – utilizes appropriate methods of interacting effectively and professionally with others who are from diverse cultural, socioeconomic, educational, sexual orientation, lifestyles and physical abilities
- Cultural Knowledge – has a basic understanding of Innu or First Nations and Inuit histories, languages, cultures, ceremonies and traditions
- Cultural Support & Access – promotes opportunities for cultural learning and supports personal cultural development for families and co-workers
- Work Environment – helps create a work environment that embraces and appreciates cultural diversity by being supportive and respectful while learning about the value of cultural differences in the workplace

- Cultural Development – demonstrates a personal commitment to personal growth in the ongoing acquisition of knowledge relating to Innu or First Nations and Inuit’s culture, spirituality and language
- Cultural Protocol – understands Innu or First Nations and Inuit protocols and ensures local protocol is honored and followed in the provision of ceremonial feasts and other ceremonies

Stakeholder Engagement: responds appropriately to greetings and requests by families and staff; developing and sustaining productive work relationships; demonstrates an attention to detail and care

- Service Oriented – conveys a commitment to their work and a duty of care to the families and co-workers
- Working Relationships – capable of establishing and maintaining effective and harmonious working relationships with youth families, staff and the general public
- Responsiveness – willingness to help families and co-workers and provide prompt service
- Respect - treats everyone with courtesy, respect and consideration
- Communicates – communicates in a clear and pleasant manner; listens actively and genuinely
- Growth - demonstrates an active willingness to learn and grow
- Integrity - displays integrity