



## Internal/External Employment Opportunity

<b>Position Title:</b>	Client Survey Administrator
<b>Component/Team:</b>	Quality Improvement and Performance Management
<b>Status:</b>	Casual (no guaranteed hours)
<b>Salary Scale:</b>	\$17.66 - \$21.28 per hour, plus 4% vacation pay in lieu of benefits
<b>Number of Positions:</b>	Multiple
<b>Start Date:</b>	Immediately

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### Position Description:

The Client Survey Administrator collects feedback from clients that are used to enhance Sandy Hill Community Health Centre's programs and services. The Client Survey Administrator ensures the data collected represents a diverse mix of clients at varying times and SHCHC locations.

### Skills, Education and Experience:

Requirements for this position include:

#### Education and Language

- High school diploma
- Diploma or other certification in social work, evaluation, health or related field an asset
- Under the Centre's designation to provide French Language Services:
  - French (oral expression): Advanced +
  - French (oral comprehension): Advanced +
  - French (reading comprehension): Advanced
- Fluency in English, both oral and written

#### Professional Experience

- Experience in customer service related roles.
- Experience in conducting evaluations, research and knowledge of different survey methods.
- Experience with community health centres or non-profit organizations.
- Experience working within communities and with diverse populations.

#### Knowledge, Skills and Abilities

- Excellent people and communication skills – enjoys speaking with many new people from a diverse population.
- Ability to discuss concepts and ideas in a clear, respectful, and simple manner.
- Non-judgmental attitude.



- Must be bilingual; additional languages is a strong asset.
- Must be able to provide a Criminal reference check to the satisfaction of SHCHC.
- Available 5-14 hours per month.

**Reporting Relationship:**

The Client Survey Administrator reports directly to the Director of Quality Improvement and Performance Management, and through the Director to the Executive Director.

**Conditions of Employment:**

Hours of work will be developed in collaboration with the successful candidate to ensure a healthy work-life balance. A schedule of work will be based on the Centre's hours of operation and program requirements and may include some evenings.

An offer of employment will be conditional upon the candidate completing a criminal reference check, verification of educational requirement for this position and linguistic profile to the satisfaction of the Sandy Hill Community Health Centre.

**Accommodation:**

SHCHC will provide accommodation for applicants with disabilities in its recruitment process.

If at any stage in the selection process you require accommodation due to disability, please let us know the nature of the required accommodation.

**How to Apply:**

To apply, please visit [sandyhillchc.workable.com](http://sandyhillchc.workable.com) and select the appropriate job opening.

Clients of the Centre are welcome to apply. Should a client become the successful candidate, they will no longer be able to continue receiving services at Sandy Hill Community Health Centre. Assistance will be made available to find an alternative provider.

**POSTING DATE:** May 2, 2018

**CLOSING DATE:** May 11, 2018, 4:00 p.m.