



## Program and Peer Support Coordinator Chinese Communities

### **Location**

Ontario / Central Ontario Chapter/Partially Remote

### **Position status**

Vacant position  
Regular Part-time, 21 hours per week

### **Hiring Salary Range**

From \$ 30,000 to \$ 33,000 per year, depending on experience

### **Selection Process:**

Artificial intelligence is not used during the hiring process.

## **Why Join The Kidney Foundation?**

Excellent kidney health, optimal quality of life for those affected by kidney disease, and a cure. This vision drives us to build community connections, fund research and deliver programs and services that make a difference in the lives of those impacted by kidney disease, while engaging them in a community of care and support.

You can make a difference by joining our dynamic and dedicated team at The Kidney Foundation of Canada!

## **What do we offer?**

- A hybrid working environment
- Support for a home office set up and monthly home internet allowance
- 3 weeks annual vacation (6% of earnings)
- 10 Health (sick) days per year
- 15 paid holidays per year
- Participation in the Group Insurance Benefits plan
- Participation in the Group RRSP (employer contribution 5%)
- A full employee assistance program
- A culture that supports continuous learning and development



Reporting to the Director, Programs and Public Policy, Ontario Branch, or the Foundation's designate, this role will develop and coordinate the delivery of the Kidney Foundation of Canada (KFOC) programs and services throughout Chinese communities in Ontario and work collaboratively with the Kidney Foundation teams.

## What You Will Be Doing:

### Key Job Dimensions & Responsibilities

#### 1. Peer Support

- Respond to requests for peer support program services including assessment, volunteer/caller match, volunteer/caller follow-up, complete follow-up, data collection and referral to other resources as necessary
- In collaboration with other program team members, recruit, train and provide mentorship to peer support volunteers throughout Ontario where services provided in Chinese languages are relevant.
- Collaborate and engage with branch chapters, volunteers, patients and family members, and other key stakeholder groups, to implement existing patient programs and services and seek new opportunities to grow support services and public awareness opportunities about kidney health and well-being in the Chinese community.
- Function as a liaison between The Foundation and key stakeholders such as regional nephrology programs, community agencies and health system partners, the Ontario Renal Network, volunteers, patients, and family members affected by kidney disease.
- Under the supervision of the Director, Programs and Public Policy, or designate, schedule, support, and mentor program and branch committees related to Chinese Communities
- Support the development and execution of a strategic plan for patient services and kidney health public awareness ensuring the needs of the Chinese community are considered.

#### 2. Patient Programs and Public Policy

- Provide patient program staff support as required.
- Engage, collaborate with, and support renal care programs, clinics, satellite programs, and community care professionals in the awareness of and dissemination of KFOC programs.
- As a member of the programs team, respond to inquiries and provide ongoing support to branch staff in matters related to patient programs and public policy.

#### 3. Stakeholder Relations, Engagement and Community Outreach

- Build on existing and identify new relationships with Chinese community kidney health stakeholders in matters related to health promotion, health care delivery, and access to relevant social and community services.
- Promote the Kidney Foundation of Canada as the premier kidney health resource for patients, caregivers, and health care professionals.
- At the direction of the Director, Programs and Public Policy, provide support to the Chinese Renal Association in fund development, event planning and execution.

#### 4. Information and Referral Services

- Respond to inquiries as a member of the programs team about kidney health issues.



- Link and refer patients and their family members to community supports and services, renal professionals, as appropriate.

#### 5. **Administration and General Duties**

- Assist with program planning, development, and ongoing program evaluation; provide other related assistance, as required.
- Coordinate and support the delivery of patient programs and services within the Central Ontario area.
- Schedule and coordinate committee meetings, create agendas, minutes, and coordinate action plans.
- Support the collection of relevant data around program activities, volunteer engagement, nature of inquiries made to the Foundation, and demographics around those accessing Kidney Foundation services and programs.

### **Qualifications, Skills and Experience Needed:**

- Qualification in a health-related discipline, e.g., social work, social services or equivalent is an asset.
- Experience in community development and stakeholder relations
- Demonstrated experience in volunteer outreach, engagement, and supervision.
- Experience as a volunteer
- Strong leadership and people management skills
- Demonstrated strength in program development, implementation, and management.
- Demonstrated excellent telephone, video conference, and face-to-face communication skills.
- Flexibility in hours of work, including some weekends and evenings.
- Ability to work in a team, and a strong commitment to collaboration.
- Competence with Microsoft Office products (Word, PowerPoint, and Excel in particular)
- A valid Ontario drivers license
- Access to a car

### **General Competencies**

- Fully bilingual in English and Chinese (Cantonese and/or Mandarin)
- Excellent public speaking and presentation skills
- Commitment to collaborate and maintain communication with supervisor and team members located in other chapters/offices.
- Familiarity with kidney disease and related illnesses and chronic conditions
- Familiarity with principles of equity, diversity, and inclusion
- Familiarity with current best practices in volunteer engagement, development, and training
- Familiarity with principles of community development
- Commitment to the values of a volunteer-based charitable organization
- Ability to effectively manage confidential and/or sensitive information with complete discretion and professionalism.
- Excellent organizational, planning and time management skills, including handling multiple, concurrent, and diverse tasks.



- Comfort with online/remote collaboration tools (Teams, Zoom)

## How to apply?

Please include cover letter and salary expectations with resume.

Email your resume to: [on.resumes@kidney.ca](mailto:on.resumes@kidney.ca)

We want to thank all applicants for their interest and effort in applying for this position; however, only candidates selected for interviews will be contacted.

This position will remain open until a suitable candidate has been found.

## More about The Foundation?

To learn more about The Foundation and explore our vision and mission, please visit our website at [kidney.ca](http://kidney.ca)

**At The Kidney Foundation of Canada, we value diversity, which helps us to understand and meet the needs of the people we serve. We also recognize the important role it plays in fostering creativity and innovation.**

**The Kidney Foundation of Canada welcomes and encourages applications from people from all walks of life, including diverse gender identities, Indigenous Peoples, visible and ethnic minorities, and people with disabilities. Accommodation is available confidentially upon request for candidates taking part in all aspects of the selection process.**

*Kidney Foundation of Canada complies with the requirements of Accessibility Act.*