

Manager, Member Services & Communications

Title: Manager, Member Services & Communications

Location: Hybrid Work; Montreal based

About CAM

The Canadian Association of Midwives (CAM) is the national professional association representing midwives and the profession of midwifery in Canada. Our work is focused on ensuring more equitable access to high quality sexual, reproductive, and newborn midwifery services in Canada and globally. To achieve this, we work in partnership with the National Aboriginal Council of Midwives (NACM), midwifery associations, midwives, and relevant stakeholders.

NACM's mission is to promote excellence in reproductive health care for First Nations, Inuit, and Métis communities. Both CAM and NACM are governed autonomously but share infrastructure and human resources. Both organizations are staffed by a passionate team of individuals dedicated to providing support for midwives and Indigenous midwives and the profession of midwifery across Canada and globally.

Benefit to Working with CAM

- Salary ranging between \$65,000 to \$75,000 depending on skills and experience
- Employee Health Benefits Program: dental, medical, paramedical, life insurance (certain exceptions may apply) and Employee Assistance Program services
- Generous leave entitlements (starting at 3 weeks' vacation, generous paid time off for illness, personal days, family responsibilities), and additional paid time off for December holiday closure
- Flexible work hours and flexible hybrid work arrangement (home/Montreal office)
- Access to a bright, shared office space in a central location in Montreal as needed
- Travel, learning and development opportunities

CAM is deeply committed to ensuring our organization reflects the diversity of our members and of the clients they serve – this includes diversity of race, gender identity or expression, sexual orientation, religion, ethnicity, national origin, disability, and all other protected grounds under the Canadian Human Rights Act. CAM encourages submissions from applicants from diverse communities.

Job Summary

The successful candidate is responsible for ensuring the operational success, effectiveness, and performance measurement of CAM's member services for midwives and student midwives including events, professional development programs & services, and publications.

The Manager is also responsible for identifying, recommending, and leading on new or improved member services, professional development programs & services and funding opportunities based on member needs and strategic objectives. The Manager will maintain and enhance positive member relations and maintain and develop new business relationships with sponsors and donors to ensure financial viability of CAM's learning programs.

The Manager also leads the communications team and is responsible for overseeing the planning, execution, monitoring and evaluation of CAM's communication plan. The Manager is also responsible for ensuring that CAM maintains a professional public image and that messaging and published content is in line with CAM's mission and strategic objectives.

The Manager, Member Services & Communications is a key member of the management team and participates fully in establishing and accomplishing organizational priorities.

Primary Duties and Responsibilities

Member Services & Professional Development

- Research trends in association events, member services, and professional development to improve and grow existing programming.
- Ensure successful roll out of year-round learning opportunities for members, including CAM's annual conference; ensure learning opportunities meet member needs and strategic objectives.
- Establish, maintain, and grow positive business relationships with sponsors and donors to support existing and new member services.
- Increase and diversify funding channels to ensure financial viability of member services.
- Oversee the development, implementation, monitoring and evaluation of an annual communications plan that supports and engages members, stakeholders, and the public
- Oversee the development, distribution, and maintenance of all print and electronic publications including, but not limited to, member newsletters, brochures, annual reports, videos, and websites.
- Ensure that NACM receives appropriate communication support to advance the overall mission and objectives of NACM as required.
- Other duties, as appropriate.

Human Resources & Financial Management

- In consultation with the Executive Director, recruit, interview and select well-qualified staff as required; orient new staff in accordance with organizational standards.
- Oversee performance management processes for Communications staff.
- Manage and/or oversee consultant contracts and relationships/contracts with suppliers related to membership services and communication activities.
- Oversee the development of the annual communications, member services, events and professional development budgets and monitor budgets versus actuals monthly.
- Participate as a member of the management team in the following processes: budget development, strategic & operational planning, priority development and the development of human resources policies and procedures.
- Other duties, as appropriate.

Qualifications, Skills and Knowledge Requirements

- University degree in communications, journalism, policy, or other related discipline or relevant experience.
- Experience meeting and consulting with external stakeholders, developing strategies and providing analysis on complex issues.
- Demonstrated experience managing professional staff and annual budgets.

- Knowledge of current trends in event planning, communications, and public engagement strategies.
- Excellent written and verbal communication skills.
- Excellent interpersonal skills and commitment to working collaboratively with diverse stakeholder groups, including staff, members, volunteers, donors, and other stakeholders.
- Ability to operate independently and utilize strong decision-making skills.
- Bilingual English and French a strong asset.

Additional Assets

- Knowledge of midwifery and/or reproductive health in Canada and globally.
- Experience working for a member-based organization.

Working Conditions & Location

- Candidates must be able to travel to the Montreal office regularly for meetings as required (i.e., once every two weeks once restrictions are lifted)
- Travel to our annual conference (within Canada) will eventually be a requirement (possibly starting in 2023).
- All candidates must be eligible to work in Canada.

Applications

We welcome applications from individuals of all backgrounds and abilities. Should you require an accommodation or adjustment, please indicate this in your application.

All offers of employment are conditional upon signing CAM's Employment & Human Resources Policies including but not limited to CAM's anti-harassment & anti-discrimination, anti-fraud, and protection from sexual exploitation and abuse policies.

Please follow these application instructions:

- Send your CV and a cover letter in one PDF document and ensure that your first and last names and the letters "ManagerMemberServices" are included in the file name. Applications without a cover letter will not be reviewed.
- Send your PDF by email with the subject "ManagerMemberServices" to admin@canadianmidwives.org
- Deadline for applications is 5pm Eastern Time on February 20th, 2022. Applications will be reviewed on a rolling basis, and interviews set up for the week of February 21st, 2022.

We thank all applicants for their interest however, only applicants selected for an interview will be contacted.