

National Programs & Member Services Manager

Title: National Programs & Member Services Manager

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. Our national programming is funded mostly by Health Canada, the Public Health Agency of Canada, other federal departments, private donors, and operational funding.

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 \$80,000 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)
- Travel, learning, and professional 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 National Programs & Member Services Manager is a key member of the management team and is responsible for developing and overseeing the successful implementation of national programming strategies that meet the needs of members and the objectives of CAM's Theory of Change.

The National Manager works closely with the Executive Director and demonstrates expertise in the following areas: implementation of successful funding strategies and health related

programming, partnering with a variety of stakeholders, clinical knowledge translation, human resource management, and knowledge of equity, diversity, and inclusion work.

The National Manager will ensure the successful implementation, effectiveness, and performance measurement of CAM's clinical knowledge translation initiatives, member services and national programming for midwives and student midwives including 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.

CAM anticipates new program funding in the coming months to support equity, social justice, and anti-racism work - priority areas of work at CAM. The ideal candidate will also demonstrate experience and/or strong knowledge of equity, diversity, and inclusion work.

Primary Duties and Responsibilities

National Programs & Member Services

- Oversee the development, implementation, monitoring and evaluation of CAM's national programming and member services.
- Research trends in member services, professional development, and clinical knowledge translation to improve and grow existing programming for midwives.
- Ensure successful roll out of year-round learning opportunities and resource development for members; ensure learning opportunities meet member needs and strategic objectives.
- Establish, maintain, and grow positive relationships with sponsors and donors to support existing and new national programs.
- Ensure national programming is implemented in partnership with 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 relevant staff.
- Manage and/or oversee consultant contracts and relationships/contracts with relevant suppliers.
- Participate as a member of the management team in the following processes: budget development and monitoring, 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 policy, administration, or other related discipline or relevant experience.

- Experience in strategy development, consulting with external stakeholders, and providing analysis on complex issues.
- Demonstrated experience managing professional staff and annual budgets.
- Knowledge of current trends in clinical knowledge translation.
- 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 & rights in Canada.
- Experience in equity, diversity, and inclusion work.
- 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)
- 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
- Candidates will be reviewed on a rolling basis; the posting will remain active until a candidate is found.

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