

Operations Systems Coordinator

Status: 0.5 fte (17.5 hours per week) \$27/hr

Location: Options Provincial Office, 3550 East Hastings Street, Vancouver/Remote

Our goal is to be a diverse workforce that includes the voices of those who have been disproportionately affected by marginalization and oppression in sexual and reproductive health. We welcome applications from anyone who may contribute to furthering the mission of the organisation, and especially seek applicants who are Indigenous, Black, people of colour, 2SLGBTQA+, members of marginalized populations, and persons with disabilities. If you are a member of any of these groups, we welcome you to self-identify within your application, cover letter, or resume.

The Organization

Based in British Columbia, Options for Sexual Health (Options) is Canada's largest non-profit provider of sexual health services through clinics, education programs, and the Sex Sense information and referral service. Options seeks to provide comprehensive and accurate information, support for sexual expression and reproductive choice, and confidential clinical services that help British Columbians enjoy healthy sexuality throughout life.

Landscape and Expectation

The operations of the Clinical Services programs have grown increasingly dependent on a range of IT systems. These systems have been put in place by necessity and may benefit from re-imagining by the person taking on this role. The successful applicant will have a desire to work towards furthering the work of a pro-choice, sex positive intersectional feminist organization.

The Role

The Operations Systems Coordinator is responsible for the many systems that support the staff and functions of the Clinical Services Program. This position works with the Clinic Services Director and members of the Clinic Services Department and Provincial Office to administer access to applications and systems and adapting the systems to more effectively and efficiently meet organization needs. This position conducts analysis on outputs of reporting systems to inform funders, stakeholders, and decision makers.

Responsibilities

- Administer access to Clinic Services Department systems
 - e.g. OSCAR, Veribook, Slack, Excelleris, IHA/FHA/VCH/VIHA IT systems, Salesforce, Notion, Email
- Provide system support to staff, including developing "how to" guides, support onboarding, and troubleshooting
- Administer phone system, including phone tree

- Develop booking templates for booking systems (e.g. OSCAR and Veribook)
- Maintain and develop statistical reporting system, reporting templates, and producing outputs
- Perform ad hoc business analysis and research (e.g. cost analysis, sourcing)

Skills/Assets

- Post-Secondary education related to computer sciences/project management
- Proficiency in Microsoft Office
- Basic web development
- Moderate to advanced competency in Excel
- Ability to design systems or processes for gathering business and statistical information
- Ability to analyze and manage large amounts of data and generate statistics, graphs, and reports
- Possess the ability to build positive interactions with customers/clients. This position does not simply involve systems and reports, it also requires one to interact with staff daily.
- Strong attention to detail
- Ability to analyze different scenarios and apply critical thinking to any given situation and have the ability to make appropriate decisions for each situation
- Ability to confront compound difficulties head-on as they come; history of problem solving is helpful
- Has an understanding of social justice/activist work. Experience in your own life related to social justice causes an asset
- Ability to prioritize

A signed commitment to Options' mission, values, objectives, and confidentiality policy. Thank you for your interest in Options for Sexual Health. We regret that only short listed candidates will be acknowledged. Please submit an application online at

<https://www.optionsforsexualhealth.org/employment-application/general>

Please note that our office contains a community care clinic requiring that all staff provide proof of vaccination for COVID-19 as per the Provincial Health Order

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-hospital-and-community-vaccination-status-information-preventive-measures.pdf>