



Equipment Program Coordinator

Temporary Full-Time - 1 Year Contract

Toronto, ON (Hybrid)

Role Description

Reporting to the Manager, Equipment Program, the **Equipment Program Coordinator** is responsible for supporting people living with ALS across the province of Ontario through the administration of ALS Canada's equipment loan and grant program. They will work collaboratively with the Community Services team to ensure excellence in customer service and will foster effective relationships with clients, family members, regulated healthcare professionals and community vendors and stakeholders to improve the lives of people living with ALS.

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The ideal candidate is resourceful and self-starting with an ability to build trusting relationships. They possess a deep sense of compassion for our client community and are effective at communicating with internal and external partners. Above all, they are interested in furthering the mission of the ALS Society of Canada in a collaborative, fast-paced and results-focused environment.

What You Will Do:

Equipment Coordination

- Liaise with ALS clinic staff, community health professionals, vendors, clients and caregivers to confirm and coordinate equipment orders, arranging for timely delivery across various regions
- Process new client registrations promptly, ensuring information is accurately recorded and Community Leads are notified
- Coordinate assessment requests for ceiling lifts and stair glides, including coordinating onsite assessment with the vendor
- Document data and actions in accounting and CRM databases
- Maintain accuracy of equipment inventory in accounting database, conducting annual equipment inventory reviews with vendors/suppliers
- Facilitate disposal of inventory not suitable for future use
- Create regular reports on equipment program and support services
- Process invoices for equipment-related items, ensuring accuracy and timeliness for payable processing
- Review client financial information and make recommendations about client eligibility for equipment funding assistance

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- Obtain quotes and make recommendations to the Manager, Equipment Program regarding which resources/funds to use for equipment purchases
- Conduct regular follow up with vendors regarding equipment availability and delivery
- Process equipment donations, including requests for pick-up and appraisal, and work with Donor Services department to prepare tax receipts
- Monitor and respond to inquiries through equipment@als.ca and phone calls regarding equipment and funding requests
- Handle inquiries and provide information about ALS Canada services to clients, families, and the health care community on request
- Advise Community Leads of deceased clients on the day of notification and work collaboratively with the Equipment Program team to prepare bi-weekly all-staff email or recently deceased clients

Other

- Attend ALS Canada events as an ambassador of the organization where required
- Other duties as assigned

What we are looking for:

- Completion of post-secondary education or equivalent relevant work experience
- Minimum of 2 years experience in customer service or related field
- Strong computer skills with experience in Microsoft Office and an aptitude for database systems
- Positive, proactive with a solutions and customer-first approach
- Strong interpersonal skills with an ability to build and maintain client relationships
- Demonstrated ability to be detail-oriented and highly organized
- Excellent time management and organizational skills with the ability to handle multiple projects and priorities concurrently
- Inherent demonstration of ALS Canada core values: accountability, collaboration, compassion, integrity, dynamic, and respect
- An innovator who identifies opportunities for the organization and brings new ideas and concepts forward for discussion
- Ability to work autonomously and as a member of a team
- Demonstrated professionalism with an ability to maintain confidentiality at all times
- Compassionate with the ability to communicate with empathy to people in challenging personal situations

Special Considerations

- ALS Canada requires all staff members to be fully vaccinated, unless they are unable for protected reasons under the Human Rights code. Staff will be asked to sign our Vaccine Policy and submit a copy of their vaccination certificate.



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Apply Today!

Submit a cover letter and resume in pdf format to jobs@als.ca by end of day November 30, 2022. Please be sure to indicate the job title in the email subject.

ALS Canada would like to thank all applicants for their interest; however only those selected for an interview will be contacted.

Why join ALS Canada?

A charitable organization that lives its values of accountability, collaboration, compassion, integrity, dynamic, and respect, the ALS Society of Canada is working to change what it means to live with amyotrophic lateral sclerosis, an unrelenting and currently terminal disease.

Grounded in and informed by the Canadian ALS community, we respond to the urgent unmet need for life-changing treatments by investing in high-quality research that will fuel scientific discovery and by engaging industry, supporting increased clinical capacity, and advocating for equitable, affordable, and timely access to proven therapies.

Responding to the tremendous need for current and credible ALS knowledge, awareness, and education, we empower Canadians affected by ALS to navigate the current realities of ALS, be informed consumers of ALS information, and advocate effectively for change. In Ontario, we provide direct community services to help people navigate ALS.

Founded in 1977, we are a registered charity that receives no government funding – our work is powered by generous donors who share our vision of a future without ALS.

Our world is challenging. The people we serve are dealing with a devastating illness. But in the midst of it, their resiliency and spirit are remarkable and moving. You will be touched by the community and will find a way to engage naturally and effectively.

ALS Canada is committed to accommodating the individual needs of job candidates, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), ALS Canada is committed to accommodating applicants with disabilities within our recruitment processes. Please contact the HR department at jobs@als.ca if you require an accommodation during the recruitment process.

ALS Canada is committed to being an equitable employer, we strongly encourage people from equity seeking groups to apply.