

Senior Program Coordinator, Social Emergencies

Location**Canada**

Requisition Code**15576**

Compensation Range (CAD)**\$56,520 - \$60,053 (\$31.05- \$33/hr)**

Title: Senior Program Coordinator, Social Emergencies

Employee Working Location: Partially Virtual / Hybrid

Employment Status: Permanent Full-time

<https://tre.tbe.taleo.net/tre01/ats/careers/v2/viewRequisition?org=CRCS&cws=75&rid=15576>

The Canadian Red Cross (Red Cross) – an inspirational not for profit organization, helps people and communities in Canada and around the world in times of need and supports them in strengthening their resilience. As a Canada's Best Employers 2024, we are committed to having an accessible, diverse, inclusive, and barrier-free work environment.

The Social Emergencies (SE) Program responds to an event or situation that exceeds the health and wellness resources and capacities of a community. The goal of the SE Program, in collaboration with the impacted community, is to provide stabilization, psychosocial support, resource mobilization, and support capacity building. The SE Program is guided by several complementary evidence-based frameworks, such as the CRC Indigenous Peoples and Community Engagement Pathway Frameworks and the Creating Safe Environments (CSE) Strategy, stewarded by Indigenous Programs. These frameworks align Risk Reduction and Resilience initiatives with principles for respectful engagement through all phases of a SE response to emphasize a community-driven, sustainable, and equitable recovery.

The Senior Program Coordinator, under the direction of the Senior Manager, will support the planning, coordination, and implementation of social emergency response initiatives. This role is responsible for ensuring rapid mobilization of resources through developing response protocols, supporting logistical coordination, and providing direct service delivery, including training and social emergency response. The Sr. Program Coordinator will play a key role in supporting program monitoring, evaluation, and continuous improvement, ensuring that activities are contextually relevant, evidence-informed, and aligned with organizational standards and community priorities.

In this role, you will :

- Support the planning and implementation of the SE response strategy and ensure service delivery activities reflect cultural inclusion and safety.
- Support the planning and monitoring of the SE response structure, ensuring adherence to timelines, budgets, and quality standards.
- Assist with logistics, procurement, and administrative needs to facilitate successful SE responses.
- Coordinate technical support requests and ensure access to necessary resources.
- Organize and facilitate meetings, briefings, and key response activities, ensuring proper documentation and follow-up.
- Develop and maintain documentation to ensure consistency across SE processes and procedures
- Maintain and update SE response trackers, databases, and monitoring systems for real-time data tracking.
- Collect, analyze, and report on SE key program indicators to support decision-making and continuous improvement.
- Ensure proper documentation, storage, and accessibility of SE response data for compliance and future reference.
- Facilitate communication and collaboration with internal teams, external partners, and stakeholders to ensure alignment, support SE objectives, and enhance overall effectiveness.

What we are looking for :

- Qualifications include a minimum of 4-5 years' experience and a 1-2 year post-secondary certification/diploma and/or an equivalent combination of education and experience.
- Proficiency in Microsoft Office applications (Word, Outlook, Excel, PowerPoint) and SharePoint is required.
- Lived and/or has professional experience with First Nations, Inuit and/or Métis Nations or communities.
- Demonstrated experience working directly with Indigenous communities, organizations, or governments in a culturally safe, respectful, and reciprocal manner.

- Ability to identify, investigate and analyze problems, identify root causes and risks, and apply technical, functional and organizational knowledge to develop solutions.
- Ability to identify opportunities for process creation and/or improvement to enhance efficiency and effectiveness in service delivery.
- Ability to understand data analytics to assess performance metrics and generate reports for management.
- Communication skills, diplomacy and empathy to interpret information and deliver advice, clarify client or stakeholder needs, offer solutions, and resolve escalations in new or somewhat sensitive situations.

Working Conditions :

- As we work with and support people (managers, colleagues, beneficiaries/customers, volunteers, donors and external partners) and communities in Canada and around the world, applicants whose first language is not English may be required to perform the responsibilities of the role in English.
- Eligibility to work in Canada: At this time, we welcome applications from candidates eligible to work in Canada. If you are not a citizen or permanent resident of Canada, we encourage you to carefully review your visa to find out whether you are eligible to work in the job you are considering applying for. Refer to our FAQ for more information.
- If you are selected for this role, you will be required to complete a successful pre-employment screening process which includes a satisfactory Enhanced Police Information Check (E-PIC).