

## Stakeholder Relations Specialist

<b>Job Status:</b>	Regular Full-Time, Salary		
<b>Department:</b>	BC SUPPORT Unit	<b>Job Number:</b>	17-04
<b>Reports to:</b>	Executive Director		
<b>Effective Date:</b>	December 6, 2017		
<b>Application Deadline</b>	Applications will be accepted until position is filled.		

### Position Summary

The [BC SUPPORT \(Support for People and Patient-Oriented Research and Trials\) Unit](#) (“the Unit”) is a multi-partner organization created to support, streamline and increase patient-oriented research throughout BC. We define patient-oriented research as research that is done in partnership with patients, answers research questions that matter to patients, and aims to improve healthcare. The Unit is one of 10 SUPPORT Units established across the country as part of Canada’s [Strategy for Patient-Oriented Research](#) (SPOR) led by the Canadian Institutes of Health Research (CIHR). It is also part of the developing [BC Academic Health Science Network](#) (BC AHSN) with the network’s [board](#) providing governance and oversight.

The Stakeholder Relations Specialist is a key member of the BC SUPPORT Unit Provincial Hub and regional centre teams. The successful candidate is responsible for identifying and stewarding multiple partner and stakeholder relationships. He or she assists with defining and implementing new engagement practices and approaches to ensure the success of all initiatives, including ongoing research projects.

This individual demonstrates a standard of excellence, enjoys challenge, and is results-driven. He or she is also highly motivated, demonstrates the ability to use his/her own initiative and manages time effectively.

### Key Responsibilities

- Leads the development of a stakeholder engagement plan, including the use of innovative and creative concepts and tools to manage and illustrate multiple dimensions of the Unit’s stakeholders and partners.
- Engages with patients, partners and other stakeholders to foster positive relationships.
- Uses media and technology to capture patient and partner stories and achievements for broader distribution. Working with the Unit leadership identifies engagement opportunities with the goal of raising the BC SUPPORT Unit’s profile and brand in the patient, health research, academic, and health care communities throughout the province of British Columbia.
- Maintains systematic accurate data collection to review progress, and provides reporting and information as part of Unit evaluation. Reports exceptions and sets new objectives as part of regular Unit planning events.

- Establishes and implements an organizational stakeholder tracking and contact system that maintains multi-level contacts and relationships with existing and potential partners.
- Plans, develops and maintains stakeholder outreach and engagement opportunities including, but not limited to: patients, staff, faculty, health care decision makers, students, First Nations, government and community leaders. Ensures the effective and efficient conduct of the Unit activities by using tact, diplomacy and sensitivity.
- In collaboration with the Communications Specialist, contributes to the Unit's brand positioning and messaging to support the overall execution of strategic planning objectives.
- Supports Unit personnel in executing various elements of the stakeholder engagement plan.
- Works with, and provides support to regional centre leads and their team members.
- Oversees and/or participates in day-to-day planning, organizing, budget and contract implementation and coordination of BC SUPPORT Unit events and public engagement activities. Represents the Unit at various external conferences and events.
- Supports, liaises and manages protocol requirements for dignitaries; organizes and acts as lead on government (civic, provincial and federal) and First Nations protocols for both internal and external Unit activities.
- Supports and/or works with Academic Health Science Network staff as required.

*This job description outlines the key responsibilities for the role, and is not meant to be exhaustive. Other responsibilities and tasks may be assigned, or may naturally become a part of this role over time.*

## Education/Work Experience

- A bachelor's degree in health sciences, business, communications or a related discipline; master's degree preferred.
- Experience working in business development; experience supporting non-profit organizations with business development considered an asset.
- Three to five years of experience working in a complex working environment dealing with multiple stakeholder groups.
- Experience developing and implementing integrated campaigns to advance branding, relationship development and collaboration opportunities.
- Advanced Outlook, Word, Excel, PowerPoint skills, and with the ability to produce documents with accuracy and speed.
- **OR** equivalent combination of knowledge, education, training and experience.

## Skills

- Strong interpersonal skills and ability to liaise with program and organization staff, patients, academic communities, hospital staff, community partners and the general public.

- Strong organizational, time management, and prioritizing skills with the ability to multi-task and manage competing priorities.
- Strong written and oral communication skills needed to successfully interact with internal and external stakeholders.
- Self-directed and able to work independently.
- Skilled in evaluating, improving, and streamlining complex work processes.
- Maintain high levels of confidentiality and sensitivity with regards to client/stakeholder needs.
- Ability to establish priorities, work and think independently without direct supervision.
- Strong understanding of how to work as a team player within a multi-stakeholder health research environment.
- Strong understanding of government protocols.
- Strong understanding of First Nations protocols.
- Keen understanding of patient engagement, grants, research ethics, and related administrative processes and procedures considered an asset.
- Skills in additional software applications to support the BC SUPPORT Unit activities considered an asset.
- Experience in social media considered an asset.
- Previous health care or public sector experience considered an asset.

## Competencies

The Stakeholder Engagement Coordinator possesses and demonstrates the following LEADS Framework competencies that drive organizational success:

### Lead Self

- *Time Management*: Manages own work activities and delegates tasks to achieve maximum efficiency.
- *Mastery of Change*: Accepting of new initiatives and leads the implementation process amongst team members.

### Engage Others

- *Leadership*: Facilitates, guides and mentors individuals and groups towards a vision, while maintaining group cohesiveness, motivation, commitment and effectiveness.
- *Communications*: Communicates effectively both verbally and in writing such that messages are understood; understands the essence and subtleties of the communication and intended audience.

### Achieve Results

- *Resource Management*: Manages human, capital, financial and information resources so that organizational objectives are achieved.

- *Results Management:* Plans and establishes courses of action for self and others that are results oriented.
- *Quality Improvement:* Continuously identifies and implements improvements in work systems to ensure that the highest possible level of quality service is achieved.

## Systems Transformation

- *Conceptual Skills:* Identifies and analyzes situations and problems such that viable solutions are found. Approaches tasks and problems such that total systems and strategies are taken into account.
- *Systems Thinking:* Aware of the interdependence of organizational systems and stakeholders and considers the whole in the formulation of solutions.

## Develop Coalitions

- *Public/Community Focus:* Responsive to the needs of health care, public, and community stakeholders and customers. Seeks partnership opportunities and actively promotes positive relations.
- *Team Focus:* Strives to understand perspectives of team members, synthesizes with own opinion, presents convincing point of view, and resolves conflicts.

## How to Apply

- Please email your resume and a cover letter outlining your interest and relevant experience to BC SUPPORT Unit human resources ([hr@bcsupportunit.ca](mailto:hr@bcsupportunit.ca)), with the subject line: "Stakeholder Relations Specialist Application."

*The BC SUPPORT Unit thanks all applicants for their interest. Due to the high volume of applications received, only short-listed candidates will be contacted.*