



Operations & Systems Coordinator

ARCH Hospice – Sault Ste. Marie, ON

Position Type: Full-Time Permanent, 37.5 hours a week

Salary Range: \$28–\$32/hour (dependent on education and experience)

About ARCH

ARCH Hospice provides compassionate, end-of-life care to individuals and families in our community. We are dedicated to ensuring dignity, comfort, and support during life's most vulnerable moments. Our team is committed to a collaborative, respectful workplace where staff feel valued and supported.

Position Summary

ARCH is seeking an Operations & Systems Coordinator to support the effective day-to-day functioning of the organization. This is a new position, created to strengthen internal systems, coordination, and operational efficiency across the hospice.

Reporting to the Manager of Development, Donor Engagement and Facilities, this role is hands-on and focuses on coordinating systems, technology, procurement, and administrative processes. The successful candidate will act as a key internal resource, ensuring staff and managers have the tools, access, and support they need to deliver high-quality care.

This role is ideal for someone who enjoys problem-solving, working with systems, and being a reliable operational support within a small, collaborative organization. This role will also work closely with the Manager, Development, Donor Engagement and Facilities to support day-to-day facilities coordination and related operational needs.

Key Responsibilities

Operational Systems & IT Coordination

- Serve as the primary internal contact for day-to-day IT and systems needs
- Coordinate system access (email, electronic health records, and other platforms)
- Support onboarding and offboarding (accounts, equipment, access)

- Liaise with external IT providers to resolve issues
- Maintain inventory of organizational devices and systems
- Provide basic troubleshooting and user support

Procurement & Asset Management

- Coordinate purchasing of supplies, equipment, and services
- Track and maintain inventory levels
- Support vendor coordination and documentation
- Ensure procurement aligns with budgets and policies
- Support day-to-day facilities coordination, including vendor communication, tracking requests, coordinating quotes, and supporting maintenance and repair activities

Electronic Health Record (EHR) Support & Reporting

- Serve as an internal “super-user” for the EHR system
- Support staff in system use and best practices
- Generate reports to support leadership and program needs
- Assist with data quality and consistency

Administrative & Cross-Functional Support

- Provide operational coordination across departments
- Track follow-ups related to system changes and initiatives
- Identify operational gaps or inefficiencies and flag to leadership
- Support implementation of new systems and process improvements
- Maintain organized records related to operations and vendors

Qualifications & Experience

Experience

- 3–5 years in operations, administration, or systems coordination
- Experience in healthcare, hospice, nonprofit, or community services is an asset
- Experience working with IT systems or external IT providers
- Experience with databases or electronic records (EHR experience preferred)
- Experience supporting multiple departments or functions

Skills & Competencies

- Strong organizational skills and attention to detail
- Comfortable learning and supporting new technologies

- Excellent follow-through and ability to manage competing priorities
- Strong written and verbal communication skills
- High level of discretion and professionalism
- Ability to work independently and solve problems proactively
- Collaborative, service-oriented approach

Education

Post-secondary education in business administration, health administration, information systems, or a related field is preferred. Equivalent experience will be considered.

Personal Attributes

- Reliable, practical, and solutions-focused
- Calm and adaptable in a dynamic environment
- Comfortable working behind the scenes to support others
- Trusted by colleagues for consistency and confidentiality

Why Join ARCH

- Meaningful work in a compassionate care environment
- Collaborative, mission-driven team
- Opportunity to help shape a new role and improve organizational systems
- Contribute directly to high-quality end-of-life care in your community

How to Apply

Please provide a resume and cover letter (PDF preferred) to Busuttij@archhospice.ca no later than July 6th, 2026 at noon. Please use **Operations and Systems Coordinator** in Subject Line.