



**HILL HOUSE
HOSPICE**

Charitable Business No. 869834648 RR0001
 36 Wright Street, Richmond Hill, ON L4C 4A1
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 hillhousehospice.com
 T: 905-737-9308

Job Description: Executive Operations Coordinator
Job Title: Executive Operations Coordinator
Reports to: Executive Director
Direct Reports: N/A
Salary: \$65,000
About Hill House Hospice
<p>Hill House Hospice provides expert medical care and compassionate support to individuals facing serious illnesses, ensuring they can live life to the fullest in a home-like setting. Thanks to the generosity of donors, community partners, and government funding, our hospice delivers high-quality care with dignity and respect in the final stage before death. These services are provided at no cost to residents and families. Hill House has embarked on a \$13 million capital campaign to build a new 12-bedroom hospice. We expect to have a new building in 2030.</p>
Job Purpose
<p>The Executive Operations Coordinator plays a central role in ensuring the smooth day-to-day operation of Hill House Hospice while also providing high-level administrative and executive support to the Executive Director. This position coordinates administrative, facility, and operational functions that support residents, families, staff, volunteers, Board members, and visitors. The House Coordinator is highly organized, dependable, and proactive, with strong communication skills and the ability to manage multiple priorities in a dynamic environment. Acting as a key point of coordination for the hospice, this role supports efficient decision-making, effective governance, and a safe, welcoming environment for all who enter Hill House.</p>
Key Responsibilities
<p>1. Front-Line Communication and Administration</p> <ul style="list-style-type: none"> • Monitor and manage the general info@hillhousehospice.com email account, responding to inquiries or directing messages to appropriate staff in a timely manner. • Serve as a welcoming point of contact for visitors, vendors, and service providers. <p>2. Executive Director Support (Executive Assistant Function)</p> <ul style="list-style-type: none"> • Provide administrative and organizational support to the Executive Director. • Assist with calendar coordination, scheduling meetings, and managing logistics. • Support preparation for meetings, including compiling materials, agendas, and background documents as requested. • Provide administrative support for Board and Committee meetings, including scheduling, room setup, note-taking, and distributing materials and follow-up items. • Take notes and follow up on action items as directed by the Executive Director, including entry into the Blackbaud's Raisers Edge database system. • Assist with correspondence, document preparation, and record management. • Act as a trusted point of coordination to help prioritize and manage operational and administrative matters on behalf of the Executive Director.

3. Facilities, Maintenance, and Grounds Coordination

- Coordinate and oversee general repairs and ongoing maintenance of the hospice, including building systems and equipment.
- Monitor, report, and arrange servicing or repair of major systems and appliances, including furnace, HVAC, plumbing, electrical systems, kitchen appliances, laundry equipment, and other house fixtures.
- Liaise with qualified contractors and service providers to arrange inspections, maintenance, and repairs, ensuring work is completed in a timely and cost-effective manner.
- Act as the primary liaison with the **City of Richmond Hill** (landlord) regarding building maintenance, capital repairs, and facility-related matters.
- Maintain records of maintenance issues, service calls, and completed repairs.
- Coordinate seasonal services, including snow removal and garden or grounds maintenance.

4. Food, Supplies, and House Operations

- Order food/drinks (water jugs, coffee) for the hospice and coordinate regular food and supply deliveries/pick ups, including special meals for residents/families on holidays (i.e. Thanksgiving, Christmas).
- Manage ongoing supply orders to ensure the hospice is well stocked and operational.
- Oversee garbage, recycling, and organic waste removal, ensuring bins are placed from the garage to the curbside, and back, according to municipal schedules.

5. Financial Administration and Reconciliation

- Manage receipts and statements for hospice-related purchases.
- Reconcile operational expenses in collaboration with the Executive Director.
- Maintain organized and accurate records of expenditures related to facilities, supplies, and services.
- Support annual budget planning.

6. Health, Safety, and Emergency Preparedness

- Serve as a member of the Health and Safety Committee.
- Participate in the hospice emergency response tree and support emergency preparedness protocols.
- Assist with ensuring a safe environment for residents, families, staff, and volunteers.

7. Availability and On-Call Support

- Provide some after-hours and weekend support as required for operational or emergency needs.
- Respond to urgent house-related issues outside regular business hours when necessary.

8. Other Duties

- Perform other related duties as assigned to support the effective operation of Hill House Hospice.

Qualifications, Abilities, and Assets

- Post-secondary education or equivalent experience in administration, executive support, facilities coordination, or a related field is an asset.
- Demonstrated experience in administrative, executive assistant, facilities coordination, or operations support roles.
- Proficiency in computer skills, including Google Suite and Microsoft Office applications.
- Strong organizational skills with the ability to manage multiple priorities effectively.
- Excellent written and verbal communication skills.
- Ability to work independently, exercise sound judgment, and maintain discretion.

- Strong problem-solving skills and a practical, solutions-oriented mindset.
- Commitment to confidentiality and professionalism in a hospice care environment.
- Must have valid Ontario driver's licence and access to a vehicle for travelling to errands and offsite meetings.
- Ability to lift and move supplies as required.

Working Hours

- Monday to Friday, 9:00 am to 5:00 pm.
- Some after-hours and weekend work required as part of emergency response, operational needs and monthly Board/Committee meetings.

Benefits

- Health and dental benefits.
- Bring Your Own Device (BYOD) phone allowance.
- Four weeks vacation.
- Registered Savings Plan (RSP) matching program following one year of employment.

Application

- Kindly submit an email cover letter and attach your resume to: Michelle Hambly, Executive Director, at executivedirector@hillhousehospice.com.
- Applications will be reviewed as they are submitted.