



Employment Opportunity: Communications & Engagement Manager

Job Title: Communications & Engagement Manager

Reports to: President & CEO

Type: Full-Time Remote

Compensation: Competitive compensation and benefits commensurate with experience

About CHSO

Catholic Health Sponsors of Ontario (CHSO) supports a network of twenty-three (23) health care and social services organizations across Ontario, in addition to an operational portfolio that supports social justice, peace and integrity of creation, carrying forward a legacy of compassion and service to people experiencing vulnerability. Rooted in a mission of inclusivity and care, CHSO unites the Catholic health care and social services community to provide integrated, high-quality services that address the needs of patients, residents and clients.

Position Summary

Reporting directly to the President & CEO and working in close collaboration with the Director of Healthy Communities, the Communications & Engagement Manager ensures the integrity of CHSO's brand reputation and perception by being responsible for the efficient execution of CHSO's communications and engagement strategy through digital positioning, communications, media relations and relationship development to elevate CHSO's Mission, advance strategic priorities and support effective governance communications with Sponsored Organizations. The Communications & Engagement Manager also supports communication functions for CHSO's operating division, the Providence Centre for Justice, Peace and Integrity of Creation (PC-JPIC). The Communications & Engagement Manager acts as an ambassador of CHSO, cultivating strong relationships, inspiring trust and confidence through exceptional client service. The ideal candidate is a proactive problem-solver who can work in a fast-paced, collaborative virtual team environment while regularly managing multiple time-sensitive tasks simultaneously.

Key Responsibilities

- Provides high-quality communications and administrative services to support the President & CEO in the effective management of CHSO's communications and engagement activity, while ensuring alignment with organizational standards.
- Develops and executes an integrated communications and engagement strategy aligned to CHSO's Mission, Catholic identity and strategic priorities.
- Builds annual communications plans including objectives, timelines, budgets and risk mitigation strategies; reports on communications plans and key performance indicators (reach, engagement, sentiment, values-based partners' satisfaction, etc.); monitors analytics, audiences' feedback and environmental trends to optimize content and engagement.
- Enhances and maintains brand identity and integrity, content archives, style guides and asset libraries.
- Researches, writes, edits and produces high-quality content: executive messages, board and sponsorship communications, reports, web copy, articles, media statements, newsletters, social content and presentations.
- Develops and executes communications and engagement plans to support the work of PC-JPIC.
- Develops content for and promotes PC-JPIC projects, events and initiatives; provides consistent engagement with relevant events in real time i.e. World Water Day, World Day of Peace, National Day for Truth & Reconciliation, etc.
- Leads CHSO's website and social media channels' strategy and content governance; maintains accurate, accessible and current information.
- Optimizes content for accessibility (AODA), plain language and inclusive design; ensures content meets privacy and confidentiality standards.
- Maps and maintains audiences (Sponsored Organizations, congregations, bishops and diocesan contacts, Board and governance partners, health care and social services system leaders, government and associations, mission/ethics networks, mission leaders, media, etc.).
- Serves as a point of contact for media inquiries; prepares media lines, Q&As and backgrounders; coordinates interviews and briefs spokespeople.



- Maintains an issues/risk register; supports scenario planning, monitoring and response for sensitive topics relevant to Catholic health care, social services, the Health Ethics Guide and sponsorship.
 - Tracks policy and sector developments; drafts position statements and talking points in collaboration with the President & CEO, Director of Healthy Communities and Mission Integration Manager.
 - Promotes key events (e.g., formation sessions, learning forums, recognition events, etc.) and provides event communications (e.g., invitations, run-of-show materials, slides, scripts and post-event summaries).
 - Supports Mission formation and ethics programming by translating complex themes into accessible learning materials and communications and documenting events.
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Qualifications

Education & Experience

- Bachelor's degree in Communications, Public Relations, Journalism, Marketing, Public Affairs, or relevant discipline from a recognized educational institution or a combination of relevant education and experience. Master's degree or relevant certificate an asset.
- Minimum of six (6) years working with progressive responsibilities in communications, engagement, or public affairs within complex organizations (faith-based, not for profit and/or health care preferred).
- Demonstrated experience developing and executing integrated strategies, managing digital channels and delivering executive-level communications.
- Experience with issues communications, media relations and engagement in complex, multi-partner environments.
- French language proficiency an asset.

Skills & Core Competencies

- Mission Alignment: Understanding of Catholic health care and social services' identity, values and the role of sponsorship; able to communicate with sensitivity on mission, ethics and Catholic Social Teachings; ability to support and communicate Catholic identity in a professional capacity; ability to work with sensitivity and without discrimination towards people of diverse cultures, races/ethnicity, socio-economic positions, ages, religions, genders, physical/mental health challenges/disabilities and sexual orientations.
- Exceptional Writing & Editing: Ability to craft clear, compelling copy for diverse audiences (executive, governance, clinical, public, faith communities) and channels (web, email, social, print, speeches).
- Strategic & Analytical: Skilled at linking communications to organizational strategy; comfortable with metrics, dashboards and insights-driven optimization.
- Digital Proficiency: CMS (e.g., WordPress), design tools (e.g., Adobe CC, Canva), email marketing tools, social media management, SEO fundamentals; business software including such programs as Microsoft Word, Excel, PowerPoint, Visio, Teams and Outlook; event management platforms; basic HTML considered an asset.
- Relationship Building, Engagement & Facilitation: Strong relationship-builder with excellent listening skills; able to convene partners, synthesize perspectives and enable co-creation; strong interpersonal skills and the ability to interact with individuals from various backgrounds, both within and outside of the organizations.
- Judgment & Discretion: Experience handling sensitive topics; strong understanding of privacy, confidentiality, reputational risk and cultural/faith considerations; ability to think independently and problem-solve where challenging situations can unexpectedly arise requiring quick decision-making and immediate action.
- Project Management: Organized, deadline-driven and adept at managing multiple priorities, vendors and values-based partners; strong ability to prioritize, manage challenging deadlines while at the same time ensuring very high quality in the final work product.

Knowledge

- Awareness of Ontario's health system and not-for-profit governance, including the role of sponsors in Catholic health care and social services.
 - Working knowledge of AODA accessibility requirements, plain language principles and best practices in DEI-informed, inclusive communications.
 - Understanding of media environment, public policy processes and sector associations relevant to health care and social services in Ontario.
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What We Offer

- Opportunity to contribute to a meaningful mission that advances compassionate, high-quality care across Ontario.
- A collaborative, respectful team culture that values formation, learning and shared impact.
- Competitive compensation and benefits commensurate with experience.
- Flexible, remote work environment with periodic travel within Ontario.

How to Apply

We invite highly qualified candidates who are passionate about making a difference in Catholic health care and social services in the not-for-profit sector to submit their resume and cover letter detailing their relevant experience to the President & CEO at chco@chco.ca **by August 7, 2026**.

While we appreciate all applications, only those selected for an interview will be contacted. Thank you for your interest.

OUR VISION:

Healthy communities that care for all, consistent with our values.

OUR MISSION:

To honour the healing Ministry of Jesus by advancing health care and social services, building on the legacy of Catholic Sisters in caring for the vulnerable and promoting the common good.

OUR VALUES:

Dignity

Treating all people with respect, at all stages of life

Wellbeing

Care for all, body, mind and spirit

Service

Advocating with our communities and sponsored organizations to meet the diverse service needs to those experiencing vulnerability

Collaboration

Working cooperatively with partners in health and social service systems

Prudence

Stewarding the finite resources entrusted to our care