

DIRECTOR OF COMMUNICATIONS

ROLE

The Teresa Dellar Palliative Care Residence is looking for an experienced communications professional to fill a strategic position on its leadership team. The Director of Communications will play a key leadership role in shaping how the Residence, as well as its branch the Montreal Institute for Palliative Care (MIPC), is understood, experienced and represented both within the organization and in the broader community. As a strategic communications leader, the Director will develop and advance communications that strengthen the Residence's reach and profile, support engagement among employees and volunteers, and bring greater visibility to the impact of our work in palliative care. Working closely with the Executive Director and Leadership Team, the Director will ensure that our voice, brand, and communications reflect our values, mission, and commitment to compassionate, person-centered care.

KEY RESPONSIBILITIES

- Develop and implement the organization's communications strategy in alignment with its mission, strategic priorities, values, and organizational objectives.
- Lead and strengthen the Residence's brand and public profile, ensuring consistency in messaging, tone, visual identity, and representation across all communications channels.
- Oversee internal communications to ensure employees and volunteers receive timely, clear, relevant, and engaging information.
- Lead external communications and public relations, enhancing awareness and understanding of the Residence and MIPC, their services, impact, and role within the palliative care community.
- Develop and oversee communications plans and campaigns that support organizational priorities, programs, initiatives, fundraising efforts, events, and community engagement.
- Manage the organization's digital communications strategy, including website content, social media, email communications, and other digital platforms.
- Provide strategic communications advice to the Executive Director and Leadership Team, including guidance on messaging, stakeholder communications, emerging issues, and reputational considerations.
- Oversee media relations and act as a key organizational spokesperson, developing relationships with media representatives and coordinating media inquiries, interviews, statements, and opportunities.
- Support advocacy and public relations strategies and initiatives, including collaborating with other palliative care providers as needed
- Monitor the organization's communications effectiveness and reputation, using analytics, engagement data, feedback, and other measures to assess impact and continuously improve communications.
- Lead and manage communications resources and partnerships, including external agencies, consultants, vendors, and internal contributors, while overseeing budgets, priorities, timelines, and quality standards.

Excellent proficiency in English is essential. Excellent proficiency in French, both spoken and written, is also required, as the incumbent will regularly draft, review, and adapt communications intended for French-speaking audiences, as well as communicate with French-speaking donors, partners, media outlets, and community members.

GENERAL QUALIFICATIONS

- Bachelor's degree in Communications or a related field
- Minimum of seven (7) years of experience in communications, public relations, marketing, or a related discipline, including experience in a leadership or senior communications role.
- Excellent verbal and written communication skills in both French and English
- Demonstrated experience developing and implementing strategic communications plans aligned with organizational priorities.
- Strong track record of building and strengthening organizational brand, reputation, and public profile.
- Excellent written and verbal communication skills, with the ability to adapt messaging for diverse audiences and platforms.
- Demonstrated ability to translate complex or sensitive information into clear, compelling, and accessible communications.
- Strong experience in digital communications, including website management, social media, email marketing, and digital content development.
- Experience developing and managing internal communications strategies that support employee engagement, alignment, and organizational culture.
- Demonstrated experience in media relations and public relations, including responding to media inquiries and preparing key messages, statements, and spokespersons.
- Strong project management skills, with the ability to manage multiple priorities, deadlines, stakeholders, and communications initiatives simultaneously.
- Demonstrated strategic thinking and sound judgment, particularly when managing sensitive, confidential, or reputationally significant matters.
- Strong interpersonal and relationship-building skills, with the ability to influence and collaborate effectively with leaders, employees, volunteers, partners, and external stakeholders.
- Independence, versatility, flexibility and ability to adapt to change
- Ability to bring teams together and promote collaboration
- Experience working in a non-profit context is an asset
- Knowledge of the health and palliative care sector is an asset

About the Teresa Dellar Palliative Care Residence

The Teresa Dellar Palliative Care Residence is an independent, non-profit organization that provides services free of charge to patients and their families. The Residence receives one-third of its annual operational budget from the Quebec government and relies on community support and fundraising activities to raise the balance of 5 million dollars each year. With its 23 beds, the Residence is the largest freestanding palliative care facility in Canada and is recognized as a leader in its field. For more information, go to <https://residencesoinspalliatifs.ca/en/>.

About the Montreal Institute for Palliative Care

The Montreal Institute for Palliative Care is a branch of the Teresa Dellar Palliative Care Residence, Canada's largest freestanding palliative care residence, acknowledged as a leader and centre of excellence for palliative care. Over 50% of Canadians do not have access to comprehensive, quality palliative care. Its mission is to extend the benefits of best-in-class palliative care to as many patients and families as possible through education, knowledge exchange and research. Our

ultimate goal is to increase access to palliative care for all Canadians and to continuously improve the quality of the care provided. For more information, go to: <https://residencesoinspalliatifs.ca/en/the-institute/>

APPLICATION

Please send your CV by no later than August 12, 2026, to careers@tdpcr.ca. Thank you for understanding that we are only able to contact those candidates who are selected for an interview.