JOB DESCRIPTION

Position Title: COMMUNITY ENGAGEMENT MANAGER
Program: Communications
Service: Administration
Accountable to: Executive Director

Issued By: Date Issued: December 2013

PURPOSE AND EXECUTIVE SUMMARY

The Manager, Community Engagement, will serve as the liaison between Dilico Anishinabek Family Care and its stakeholders through a community engagement strategy in support of the strategic direction outlined in the Agency’s strategic plan. Reporting directly to the Executive Director, the Manager, Community Engagement, is responsible for developing relationships through targeted outreach and increasing public awareness of Dilico’s various programs, services and initiatives. The Manager, Community Engagement, will also work with and support the Dilico Children’s Foundation to build positive relationships with internal and external stakeholders to aid in the fundraising activities.

DUTIES AND RESPONSIBILITIES

1. Service Responsibilities

   Under the direction of the Executive Director, the Manager, Community Engagement, is responsible for:

   a. identifying all key stakeholders in Dilico’s internal and external environments and conducting analysis of level of involvement with the Agency;
   b. liaising with key audiences/stakeholders such as Board members, community members, Chief and Council, service providers, clients and donors to promote awareness of Dilico and the Dilico Children’s Foundation;
   c. developing, presentations and social media tools that promote effective public awareness;
   d. promoting and facilitating effective internal communication and cooperation among Dilico staff across various service areas;
Job Description – Stakeholder Engagement Manager

e. regularly interacting with management to plan engagements based on Dilico’s projected editorial forecast (i.e. annual events, campaigns, new programming or service offerings);

f. maintaining a list of preferred partners/contractors to help augment projects as needed;

g. proactively providing information to management on any planning issues and opportunities

2. Organizational Responsibilities

As a representative of Dilico, the Employee is responsible for:

a. reflecting and interpreting the Agency Vision, Mission and Core Values in his/her own work with enthusiasm and commitment;

b. acting in accordance with relevant legislation and Agency Policies, Standards and Procedures;

c. proposing changes within Dilico that would improve the quality of service to Anishinabek children, families and communities;

d. developing and maintaining respectful, cooperative working relationships to contribute to the integrated, seamless delivery of services to Anishinabek children, families and communities;

e. understanding his/her role and responsibility in maintaining a safe workplace and reducing workplace injuries;

f. ensuring accuracy, confidentiality and safekeeping of agency records;

g. participating constructively in the supervision process with the immediate Manager

QUALIFICATIONS

1. Education

This position requires a University degree in a relevant field or equivalent experience. Minimum of a College Diploma, University degree preferred.

2. Work Experience

1. Must have a minimum three years’ experience in social service, education or health field preferably related work with children, family and communities involving the development and implementation of healthy community programming;

2. Experience in working with Anishinabek children, families and communities.
Job Description – Stakeholder Engagement Manager

3. **Skills/Abilities**

a. ability to manage large projects and facilitate complex interactions that involve stakeholders from across the system;
b. ability to build and manage positive relationships with committees and networks (both internal and external), community partnerships, professional organizations and other stakeholders;
c. strong facilitation and positive collaboration skills to participate on projects and committees with colleagues across Dilico and local community agencies;
d. highly developed change management skills to identify support needed to achieve objectives;
e. working familiarity with effective engagement strategies and tactics in a fast-paced working environment;
f. excellent written, verbal and interpersonal communication skills;
g. the ability to balance multiple priorities and communicate with all levels of the organization;
h. proven effectiveness at project management to assist in directing and managing all aspects of a project;
i. ability to liaise with project stakeholders and manage expectations as needed;
j. demonstrate a willingness to work hard to achieve the highest quality results;
k. develops and maintains accurate and complete files for projects and programs; continues to monitor for integrity and completeness;
l. demonstrated experience interfacing with the public and stakeholder groups.

4. **Knowledge**

The Manager, Community Engagement, must have knowledge of:

a. child welfare, health and mental health and addictions systems across Ontario
b. knowledge of Aboriginal issues and available service providers in the city and district of Thunder Bay and at the community level would be considered an asset
c. fund development strategies in the not-for-profit sector.

**CONDITIONS OF EMPLOYMENT**

a. Must possess a valid Class “G” Driver’s Licence and have access to a personal vehicle;
b. Must complete an adequate criminal record check
c. Must be able to travel to Northern Superior communities when necessary

NOTE: This job description is not intended to be all-inclusive. The employee may perform other related duties as required.