

## COMMUNITY ENGAGEMENT MANAGER - September 2018

**POSITION SUMMARY:** The Community Engagement Manager (CEM) strengthens and demonstrates IRCOM's values and objectives by managing its volunteer engagement initiatives and community programs. The CEM provides leadership and guidance in the development and implementation of special projects and initiatives through an integrated multi-disciplinary team approach. By cultivating relationships, overseeing programs, and sharing information within and beyond IRCOM, the CEM promotes a positive public image of newcomers. The CEM creates opportunities for newcomers to share their journeys to Canada, highlights the gifts they bring to our communities, and showcases the many ways Winnipeggers welcome, support, and help to rebuild hope.

**CANDIDATE PROFILE:** The Community Engagement Manager is a gifted communicator and relationship builder, experienced in working with volunteers, community members, corporate partners, and individuals who seek to meaningfully engage with new Canadians. This individual is a 'people person' who is creative, efficient and resourceful, with strong interpersonal, organizational and administrative skills, and is able to work effectively with a culturally diverse group of people. The CEM will exhibit and uphold IRCOM's core values of integration, diversity, advocacy and empowerment and will work in a way that is people-centered, holistic and partnership based. Please see <http://www.ircom.ca/about-us/employmentopportunities/> for more information.

**Supervisor:** Director of Programming

### Duties and Responsibilities:

#### Program Management and Supervision – 60%

- Lead the design, development, delivery and evaluation of volunteer and community engagement programs and events
- Provide leadership in creating and sustaining meaningful connections with local community members and partnerships with Indigenous organizations and groups
- Hire, supervise, train and support program staff
- Assist program staff with problem solving and conflict resolution
- Develop and manage program budgets and ensure financial accountability
- Design, organize and conduct relevant volunteer and community training opportunities
- Implement and adapt various systems for ongoing monitoring and evaluation of volunteers (through check-ins, reviews, exit interviews, etc.)
- Develop and conduct effective volunteer recruitment, engagement, retention and appreciation initiatives/strategies, maximizing newcomer participation as volunteers
- Provide oversight and work closely with programs to host and supervise practicum students
- Build connections with local high schools, universities and colleges to recruit practicum or cooperative students to undertake specific projects
- Create innovative volunteer related programming and initiatives/partnerships that will aid in the successful integration of newcomers

#### Communications and Partnership Development – 30%

- Work with the Executive Director to develop and implement a communications strategy
- Assist the Executive Director to create, cultivate and maintain a range of strategic relationships
- Enhance IRCOM supporter relationships through multi-faceted touch points
- Organize initiatives and plan public, partnership, and community events (Days of Caring, Neighbourhood BBQ's, Summer Celebration, Across Cultures, etc.)
- Draft and edit content for organizational website and communications materials (e.g., volunteer highlights, community stories, program materials, quarterly newsletter, photos, press releases, Annual Report, etc.)

#### Reporting and Administration – 10%

- Timely submission of monthly/quarterly and end of project narrative and where applicable, statistical reports
- Attendance and participation in monthly staff and manager meetings
- Other duties as required

## Required qualifications

- Minimum two years management experience, including direct supervision of staff
- Demonstrated experience recruiting, training, and managing volunteers
- Previous experience developing, coordinating, leading and evaluating community development projects
- Demonstrated proficiency with information technology, internet and social media communication tools including Microsoft Office 2016, Better Impact, Facebook, Wordpress, and digital photography
- Proven ability to set priorities, manage budgets, solve problems, and meet deadlines under pressure
- Solid understanding of community engagement principles and promising practices
- Excellent communication (oral and written), copywriting, editing and presentation skills
- Outstanding analytical, organizational and planning abilities
- Demonstrated ability to foster trust, maintain and build networks and strategic partnerships
- BSc/BA in public relations, communications or relevant field
- Lived newcomer or Indigenous experience, and / or an understanding of the refugee / immigration process and Indigenous cultures and history
- Demonstrated commitment to continuous learning and proven ability to achieve high levels of performance
- Exemplary intercultural relational skills

## Hours of work:

This is a full-time permanent position to a maximum of 37.5 hours per week. The Community Engagement Manager's hours will take place predominantly during daytime and evening hours, Monday to Friday and some Saturdays.

**Salary:** \$43,000/yr

**Benefits:**

- Group Insurance Plan with extended health, dental, life and AD&D insurance
- Professional development opportunities
- Collaborative, family-friendly and supportive working environment

## Submitting an Application:

To apply for this position please submit your résumé and cover letter by **Wednesday, Sept 26, 2018 at 5 pm** to:

Selection Committee: Community Engagement Manager  
Immigrant & Refugee Community Organization of Manitoba Inc.  
95 Ellen Street  
Winnipeg, Manitoba R3A 1S8  
Email: admin@ircom.ca  
Fax: 204 - 943 - 4810

The selected candidate must be legally entitled to work in Canada.

IRCOM is an Equal Opportunity Employer. Interested applicants can identify themselves as belonging in any of the following groups: women, Indigenous people, refugees, immigrants, visible minorities, persons with a disability or any other groups that are typically under-represented in the workplace.

We thank all who apply. Please be advised that only those selected for an interview will be contacted. Your cover letter and résumé must clearly indicate how you meet the qualifications.