

### Coordinator of Community Relations

Are you looking for a meaningful communications role in an organization committed to personal and social change? Do you want to highlight local community issues and celebrate community strengths through social media and storytelling? Are you a communicator who is committed to equity? Are you looking for an opportunity to work in an environment that encourages engagement, diversity, and learning?

With strong written, social, and interpersonal communications skills, the Community Relations Coordinator is central to West Neighbourhood House's (West NH's) strategic communications, community engagement, advocacy, and fundraising. The Coordinator builds on the existing communications infrastructure and works with the Director of Community Response and Advocacy, the Director of Resource Development, and the Executive Director to:

- raise the profile of West NH with diverse stakeholders, particularly our local community, local media and donors;
- advocate and educate on issues facing the program participants and the local community through communications, and
- support fundraising for the work of West Neighbourhood House through communications.

**West Neighbourhood House is actively seeking applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.**

**West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.**

#### **Responsibilities:**

##### General:

- collaborate to create and distribute communications materials across the house and externally to the community
- contribute to intertwined fundraising and communications strategy
- contribute to a culture of philanthropy and community development with key stakeholder groups, including staff, volunteers, participants, members and Board;
- raise staff awareness and skills in communications and fundraising;
- represent West NH in local networks of residents and businesses, developing opportunities to have mutually beneficial relationships with diverse community members as needed;
- analyze and report on activities and accomplishments to management and Board;
- supervise staff and volunteers;

## External Job Posting

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- embody and promote anti-racist, anti-oppressive, equity-seeking practice in all aspects of work, including with participants, community members, volunteers, neighbours, staff, stakeholders, networks, and others;
- embrace conversations around equitable communications practices, exercising discretion and sensitivity when being held accountable or holding others accountable;
- participate in activities of the Community Response and Advocacy Unit and of the House in general and other duties as required.

### Communications:

- increase the recognition and understanding of the work of West NH in the community by developing and implementing diversified communications strategies;
- create and design communications content (e.g. stories, annual reports, newsletters, social media, website, outreach materials, other media etc.);
- support House and program promotion and advocacy through respectful and empowering storytelling and communications;
- refresh the West NH website and collaborate with various program leads to consistently update program content such as revised event dates or service updates;
- increase West NH digital presence and profile, including being lead staff in digital communications;
- act as a resource person for staff, management and Board, in creating communications materials and;
- monitor and approve quality of House communications.

### Fundraising:

- work with management, staff, Board, and fundraising volunteers to develop and implement a disciplined fundraising strategy;
- create and design fundraising communications materials;
- with others engage in donor stewardship, (e.g. recognizing and thanking donors; identifying new members and supporters; and cultivating and engaging potential donors);
- utilize a database of contacts for communications and fundraising;
- support staff and volunteers in delivering special events, including a limited number of fundraising events and special events;
- participate in West NH fundraising committees.

### Qualifications:

- education and formal training equivalent to a university degree in communications, community development, public relations, fundraising and/or marketing;
- minimum of 2 years of experience in community relations, communications, and/or fundraising work or equivalent work in the non-profit sector;
- demonstrated ability to manifest an anti-racist and anti-oppressive practice in all aspects of work;
- excellent communications and design skills – written, digital, social, public relations, and public speaking;
- ability to develop communications content;
- basic knowledge of fundraising principles, donor stewardship, and fundraising ethics and willingness and ability to be trained further;

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West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

## External Job Posting

- strategic, critical and creative thinker with the ability to plan, lead and deliver multiple projects on time while working independently;
- excellent interpersonal skills, sound judgment, discretion, ability to influence people;
- ability to develop and implement outreach and community engagement strategies with a limited budget, including use of media and social media;
- demonstrated ability to work collaboratively in a fast-paced environment with multiple priorities;
- understanding of community development, including how to develop meaningful contacts and how to work well with diverse community members;
- knowledge of and/or willingness to be trained in website software (i.e. Wordpress), fundraising databases (Salsa) and publishing software;
- demonstrates curiosity and commitment to ongoing professional development;
- flexibility in scheduling and ability to work evenings and weekends (irregular);
- ability to travel frequently within the catchment area;
- knowledge of another language relevant in our catchment area is an asset.

**Status:** Permanent Full-Time (Bargaining Unit Position)  
**Start Date:** ASAP  
**Hours:** 35 per week  
**Rate:** \$29.11 per hour (4 weeks vacation, paid sick days, floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)  
**Unit:** Community Response & Advocacy  
**Immediate Supervisor:** Director, Community Response & Advocacy  
**Posting Date:** July 25, 2022  
**Closing Date:** August 14, 2022  
**Note:** **All West Neighbourhood House employees are required to be fully vaccinated as a condition of hire in accordance with the West Neighbourhood House Covid-19 Vaccination Policy**

**Please send resumes by 5:00 pm on the closing date to:**

Hiring Committee  
588 Queen St. W.  
Toronto, ON  
M6J 1E3  
[jobs@westnh.org](mailto:jobs@westnh.org)