



START ME UP NIAGARA

JOB TITLE: Community Engagement Coordinator

DEPARTMENT: Resource Development

SUPERVISOR: Resource Development Manager

At Start Me Up Niagara, we offer services and programs to support people facing significant challenges such as poverty, homelessness, unemployment, disabilities, addictions and mental health issues. Our goal is to provide opportunities for individuals to help increase their level of self-sufficiency and an improved quality of life. Our services range from daily drop in, community lunches, health care, income maximization, arts, garden, housing supports and employment development.

Together, we are working to build a community where all are included.

GENERAL JOB DESCRIPTION

As a Community Engagement Coordinator, you will help SMUN to meet its program objectives. This position has a variety of responsibilities.

The job description outlined below is intended to be a guideline for the many tasks that this position entails and may be reasonably modified as program needs change.

MAJOR DUTIES AND RESPONSIBILITIES

The ideal candidate will be a self-starter, who is just as comfortable working autonomously as with a team. This candidate should have a high level of discretion and confidentiality and offer new ideas and initiatives.

Volunteer Program Coordination:

- Recruit and onboard volunteers and be their first point of contact
- Respond to volunteer applications, keep an organized system of virtual and paper copies where applicable
- Contact volunteer candidates when an opening become available
- Screening – interview and application review, onboarding, vulnerable sector / police check
- Connect volunteers with Team Leads for job specific information, scheduling
- EXCEPTION: schedule Delta Bingo, Fundraisers/Events, Volunteer Drivers – these are handled by Community Engagement Coordinator directly

- Volunteers contact CEC for any “HR” related concerns (health + safety, resignation, department change, or concerns about their supervisor etc.)
- Coordinate and plan volunteer appreciation (i.e. Certificates of Appreciation, holiday cards, event/luncheon, gifts)
- Event planning and coordination
- Work with RDM and other staff to coordinate SMUN events, including: Harvest Fest, Glow Ride, Coldest Night of The Year
- Provide fundraising event (CNOY) support to the Resource Development Manager (RDM);
- Maintain some contact with Blue Sea Foundation including WAVES account access;
- In collaboration with RDM, edit marketing and other communications, including some media for CNOY;
- Work collaboratively with RDM & others to achieve event target of \$175,000
- Participate in planning secondary events where possible, within Coldest Night of the Year (CNOY) event – Toque pick-up; event launch party; Ice Dogs game Toque Toss, Puck Drop & Pass the Bucket;
- CNOY Event Coordination: contact for all Team Captains and walkers, monitoring Team levels, supporting Team Captains with on-boarding in Waves;
- Provide motivational boosts to walkers and Team Captains through personal messaging;
- Assist with preparing recognition and distribution of SWAG/ thank you’ s to event sponsors - post event;
- Draft Wednesday Warm Up (weekly) in collaboration with RDM and team

Duties for Community Engagement Coordinator:

- Key supporting role in annual fundraising event - Coldest Night Of The Year 2023 according to organizations’ requirements, target audience and objectives
- Drafting CNOY marketing (WWU) & Team Captain communications
- Update senior management & all staff as directed by RDM
- Assist with event to ensure that it is conducted smoothly and set up to resolve any problems that might arise
- Provide encouragement and support to Team Captains and Walkers
- Intake and placement of volunteers including: CNOY, Second Harvest, Brock Medplus + LawPlus, Purse Project, Harvest Fest, Glow Ride, and all departments and seasonal programs Start Me Up Niagara
- Providing experiential and insightful recommendations to enhance CNOY event success to achieve fundraising target of \$175,000
- Participate in promotional activities for CNOY
- Provide guidance for approvals required for before the day of the event including obtaining permits/ forms
- Contribute to post-event analysis
- Event support
- Other duties as required

QUALIFICATION AND KEY COMPETENCIES

- Must be very organized with a high attention to detail
- Have experience working in an office environment & remote
- Experience with administrative functions and utilization of online databases
- Possess excellent written and oral communication skills including drafting marketing materials and professional communications
- Possess excellent computer skills and proven competency in using Microsoft Office suite
- Experience working within marginalized communities and organizations and understanding of mental health issues, history, and protocols
- Demonstrate an ability to work effectively, both independently & as part of a team, in a demanding work environment that experiences pressure
- Experience working with a progressive non-profit organization is an asset
- Share a commitment to SMUN's purpose and to the broader SMUN community
- Build on skills in the area of community and engagement
- Demonstrated skill at disseminating technical information and instructions to others across a broad spectrum of learning skills and experience
- Experience/training in event coordination/ fundraising/ marketing
- Knowledge of KPIs (Key Performance Indicator's) and marketing techniques for event management
- Communication and negotiation ability
- Problem solving ability
- A team player with leadership skills
- Skilled in sponsorship, donor, event and volunteer management
- Computer savvy; proficient in MS office & other online planning and scheduling tools
- Excellent public relations and marketing skills
- Customer-service orientation with excellent organizational skills
- Tactful and discrete

Education requirements:

1. Completed Post-secondary education in Event Planning/ Marketing/ Fundraising/ Resource Development/ Donor & Sponsorship Acquisition/ Volunteer Coordination
2. Courses (or proven experience) at an advanced level in Microsoft Office components

Job Type: Full-Time Contract June 1, 2022 – May 31, 2023

Schedule: Monday to Friday (8:30am- 4:00pm) Some evening and weekend work is expected.

Work remotely: No

Benefits: Eligible

Start Date: June 1, 2022

Rate of Pay: To be Discussed

***We thank all candidates for their interest in advance.
Due to volume we will only be contacting those selected for an interview.***
