

February 21, 2024

## **Job Posting** **Internal/External**

### **Community Engagement Coordinator (Full-time)**

The Cross-Cultural Community Services Association (TCCSA) is a not-for-profit organization that aims to facilitate the well-being of diversified communities through social services. The mission of TCCSA is to enhance the well-being and resilience of diverse communities by strengthening competencies and fostering participation through effective and professional human services.

TCCSA is seeking a full-time Community Engagement Coordinator to recruit and match newcomers and other community members with volunteer placements, providing them with meaningful opportunities to give back to their communities while developing valuable skills, experience and networks. In addition, the Community Engagement Coordinator will build community partnerships, bring people together, reduce social isolation, build social and professional networks, and provide volunteers with the experience and connections that they need to advance their employment and career prospects in Canada.

The details of this job posting are listed as follows:

<b>Job Title:</b>	Community Engagement Coordinator	<b>Unit</b>	Settlement
<b>Hours of Work:</b>	37.5 hours/week (required to work irregular hours including evenings, weekends and some holidays)	<b>Application Deadline</b>	March 27, 2024
<b>Location:</b>	In-person, TCCSA York Centre		
<b>Salary Range:</b>	\$57,856 per annum - \$60,742 per annum (based on experience) Comprehensive benefits including health, dental and Group RRSP plan		
<b>File #:</b>	#01-24		

#### **Essential Duties and Responsibilities:**

- To create opportunities to increase community belonging and inclusiveness during the pandemic recovery period;
- To update and develop volunteer program policies, including screening, orientation and training, supervision and recognition;
- To conduct orientation to provide hands-on experience and information to equip immigrant volunteers with the necessary skills and knowledge they will require to volunteer in their community;
- To keep up-to-date on current and new practices in volunteer management;
- To enhance volunteer recruitment and community engagement practices to reach new immigrant volunteers across sectors and professions;

- To generate appropriate volunteer opportunities and role descriptions based on the needs of teams and external organizations;
- To promote community engagement and volunteer opportunities on an ongoing basis by designing, updating and circulating community engagement and volunteer postings to effectively recruit immigrants for a variety of roles;
- To organize or participate in large-scale community events with other partner organizations to provide opportunities to immigrant volunteers to engage in the community;
- To develop community engagement and volunteer activities to captivate newcomers;
- To match immigrant volunteers with suitable volunteer opportunities both within and outside of TCCSA, to provide them with important skills and work experience to fully integrate into Canadian society;
- To work with staff across TCCSA to build capacity for supervising and working with immigrant volunteers;
- To develop and implement community engagement and volunteer program evaluation plan;
- To explore and advance opportunities for collaboration and partnership-building with relevant groups (organizations, businesses, educational institutions, etc.) to enhance the diversity and sustainability of the program's institutional partnerships
- To conduct strategic outreach and regularly organize and/or participate in profile-raising events to attract and recruit new immigrant volunteers and promote community engagement and volunteerism in the community;
- To prepare and publish new articles, maintain a strong social media presence to promote the contributions of immigrant volunteers and enhance community engagement;
- To monitor program activities, budget and expenses as directed;
- To keep and maintain records in a timely and professional manner;
- To update and maintain program-related data and tracking history in agency's database, prepare and submit timely statistical and progress reports;
- To ensure collection and entry of service data into iCARE and other funding reporting systems on a regular basis;
- To ensure program and service contents are relevant to funders' priorities and the needs of newcomers;
- To attend internal/external meetings as required;
- To ensure compliance with policies, standards, guidelines, and quality controls set by TCCSA;
- To work closely with other Program Coordinators to ensure collaborative program delivery and enhance service coordination;
- To work in all TCCSA service locations as assigned;
- Responsible for carrying out the above responsibilities and all other duties as required by TCCSA.

#### Qualifications:

- Post-secondary degree in the field relevant to the job function or a combination of equivalent education and/or experience;
- A volunteer management certificate from a recognized educational institution is a strong asset;
- Minimum of 3 years of experience in coordinating volunteer programs in a non-profit setting;
- Knowledge, understanding and sensitivity to issues affecting immigrant and refugee communities;
- Understanding of the importance of volunteers to community-building, what people need/want and what motivates/demotivates them to become involved in their community;

- Experience in program management, community outreach, volunteer strategy development and workshop facilitation;
- Experience in volunteer management and knowledge of the Ontario/GTA volunteer sector, including resources available to assist newcomers and community members in becoming volunteer-ready (e.g. networks, training, etc.);
- Ability to select, supervise, train and support volunteers from diverse cultures and age groups;
- Excellent inter-personal skills; ability to operate effectively within the organization, demonstrated teamwork experience and ability to establish and maintain excellent working relationships with stakeholders and community partners;
- Excellent organization skills, and ability to multi-task while maintaining accuracy;
- Attention to detail and ability to track multiple projects and deadlines;
- Proficiency in written and spoken English, as well as a second language commonly used by newcomers and refugees;
- Proficiency with OCMS, MS Office, Google Services, Zoom, and other videoconferences, that facilitate work and communication, knowledge in graphic software such as Canva is an asset;
- Confident and experience in virtual service delivery is an asset;
- Ability to use technology and applications/platforms to support program functions;
- Ability to perform detailed planning, information analysis, and report preparation;
- Ability to work effectively both independently and as part of a team;
- Must be able to work flexible hours, including some evenings, weekends and holidays;
- Must be legally entitled to work in Canada;
- Proof of a clear “Vulnerable Sector Screening” with a local police service is mandatory;
- Able to travel in the GTA, has a valid Ontario Driver’s license and access to a car is an asset.

#### How to Apply:

Please send resume and cover letter to TCCSA through email: [recruit@tccsa.org](mailto:recruit@tccsa.org) by **5:00 pm on March 27, 2024**.

Applicants should quote **File #01-24 Community Engagement Coordinator** on the application.

We thank you to all those who are interested in this position. Only selected candidates will be contacted for an interview. No telephone call inquiries.

TCCSA is an equal opportunity employer. TCCSA welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.