



**POZITIVE
PATHWAYS**

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Charitable Receipt ## 10691 8543 RR0001.

Company: Pozitive Pathways Community Services (PPCS)

Location: Windsor, Ontario

Position Title: Community Engagement Coordinator (CEC)

Position Type: Full-time permanent

In this role, the successful candidate will be reporting to the Executive Director or designate.

The Community Engagement Coordinator (CEC) under the direction of the Executive Director with support from the Director of Finance & Operations, will primarily be involved with the development and implementation of key Pozitive Pathways fund development initiatives, volunteer recruitment, and support communication strategies throughout the agency's Windsor-Essex & Chatham Kent region. The CEC will also provide support to various administrative functions that support the Executive Director. Listed Below are competencies that are taken into consideration around the role, position-specific duties, position requirements, and working conditions.

Key Competencies – *Core competencies below but not limited to:*

- Initiative – Be able to assess and initiate action independently.
- Adaptability - Adapts and responds to changing conditions, priorities, technologies, and requirements.
- Decision Making - Makes concrete, well-informed and thought-out decisions that support the overall organization. Has the ability to make quick, effective decisions even when data and details are limited.
- Teamwork - Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities fostering a team environment.
- Project Management - Accurately estimates duration and level of difficulty of tasks and projects. Sets out goals, objectives, and work plan to complete tasks and projects. Determines where work needs to be delegated.
- Attention to Detail - Attends to details and pursues quality in the accomplishment of tasks, regardless of the volume of duties encountered.
- Client/Customer Focus - Provides superior service to both internal and external volunteers, staff, clients, and donors.

- Communication - Expresses and transmits information with consistency and clarity in a timely fashion
- Organization - Able to create or maintain processes to ensure all relevant information or tools are easily accessible.
- Ownership - Takes pride in the work that is accomplished, and understands the function of tasks within the larger picture of the organization. Ensures deadlines are met and work is completed properly.
- Professionalism - Demonstrates professional standards of conduct when governing interactions between individuals in a business environment.
- Resourceful - Response to difficult situations or workplace requirements by using the available tools and information to support decisions and solutions.
- Time Management - Balances a myriad of tasks; prioritizes duties as needed.

Position Duties

Volunteer Engagement & Development:

- Hold training webinars/workshops with combined HIV & HEP C basics presentations, including follow-up intake interviewing, placement to agency HIV programs, and services as part of volunteer orientation.
- Provide ongoing individual volunteer management services: guidance, coaching, check-ins, problem solving, sector education, along with the provisions of HIV/HEP C basics and harm reduction training.
- Targeted volunteer engagement providing ongoing individual volunteer management services with a focus of prioritizing PHA engagement i.e.: recruitment, retention, and check-ins, with ongoing support in development and achievement of personal volunteering goals
- Provide volunteer appreciation vehicles annually including board members.
- Agency volunteer capacity building (service delivery enhancement). Staff to make you aware of any volunteer needs on an as-needed basis.
- *Ensure volunteer recruitment, training, scheduling, and retention of reception volunteers. Ensure volunteers maintain the reception area, report stationery, and copier needs. (subject to agency needs).
- Extract volunteer timesheets and review work hours for completeness and accuracy. Retain records for funder requirements (OCHART)
- Provide ongoing support and oversight of volunteers for BINGO fundraising

Communications & Administration:

- Support and assist media strategy about PPCS and /or community HIV/AIDS-related issues through, but not limited to, creating Google alerts, depositing media reports into the folder, and sending email to staff and Board to alert them to new media reports
- Support and assist with the implementation of a communication strategy that engages multi-level stakeholders internally and externally. Identify major stakeholders annually based on categories (board, staff, funders, donors, volunteers, committees, service providers, and PHAs).
- Lead the Social Media Working Group, set meetings, set up agendas, report on minutes.

- Support and assist with any social media/website requirements as they pertain to communications strategy. Access and report analytics from all platforms including website/google analytics.
- Provide leadership with logistical and administrative support for Awareness/Donor Campaigns that contribute to the reduction of stigmatization
- Liaise with other departments, organizations, and associations on behalf of senior management, committees, and boards of directors
- Facilitate communication from senior management to internal and external stakeholders as required around volunteer and fund development priorities.
- Refer and/or redirect calls, emails, or visitors as required
- Assist in the compilation of data for various reports
- Coordinate the logistical aspects of volunteer coordination & fund development initiatives.
- Maintain a high level of confidentiality in all interactions
- Prepare agendas for volunteer and/or fund development-related meetings, and transcribe and distribute meeting minutes
- Manage your travel schedule and submission of mileage and related expenses.
- Present a positive and professional image of the organization when interacting with employees, clients, visitors, and other external stakeholders
- Review all documents, reports, and correspondence prepared for senior management for format, content, grammar, and spelling; make edits as necessary
- Schedule and confirm appointments, meetings, and conferences for volunteer coordination and fund development.
- Accurately and appropriately file correspondence, invoices, and receipts
- Act as first-line contact with donors, event sponsors, event volunteers, event participants, and event vendors regarding inquiries, feedback, or issues.
- Assist with position sites administration duties, such as timesheet completion, and any daily logs that need to be maintained
- Participation in the development of the CVEC Balanced Scorecard
- Support agency coordination of technical support where and when needed.

Community & Donor Engagement:

- Support coordination of fund development transactions. Code, total, batch, enter, verify, and reconcile transactions such as accounts payable and receivable, purchase orders, cheques, invoices, and cheque requisitions. Perform donor data entry into the database and produce tax receipts.
- Provide support & assistance in managing relationships with third-party events per Agency policies, striving to give priority to third party initiatives proposed by or that will actively involve PHA's
- Prepare, review, and/or edit various forms of correspondence such as fund development letters, event invoices, presentations, summaries, and reports
- Administer and manage inbound and outbound fund development mail, including priority post, packages, courier services, and other correspondence
- Act as the first point of contact for volunteer coordination/ fund development events and provide general information to staff, clients, and the public relating to their questions, concerns, or suggestions around

- Answer volunteer coordination/fund development telephone and electronic inquiries (inclusive of social media)
- Develop event project management timelines for each event and awareness campaign

Position Requirements

- Valid driver's license
- PPCS acknowledges the current global pandemic that continues to impact all levels of PPCS. As such PPCS requires proof of a minimum of double vaccination for employment.
- Meticulous records maintenance skills
- High level of integrity and work ethic
- Excellent writing skills, including proper spelling, grammar, and punctuation
- Demonstrated time management skills
- Ability to write and format moderately complex correspondence, including memos and letters
- Ability to take constructive criticism
- Ability to remain calm and poised in urgent situations
- Ability to maintain filing systems, databases, and basic diary/minutes management
- Ability to adapt to new technology
- Ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Ability to effectively communicate both verbally and in writing
- Ability to prioritize and manage conflicting demands
- Ability to respond quickly in a dynamic and changing environment
- Ability to manage social media
- Ability to work individually as well as part of a team
- Proficient in Microsoft Office programs (including Word, Excel, and PowerPoint)
- Strong writing, editing, and proofreading skills
- Superior telephone manners and strong interpersonal skills
- Three years of experience in fund development
- One year of experience in volunteer coordination
- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment

Work Conditions

- Working in an office environment and/or Remote Work
- Attendance and participation in training
- Operation of desktop computer and peripherals
- Extended periods of sitting, moderate lifting
- Interaction with employees, management, and the public at large
- Working in a busy office environment with frequent interruptions
- Occasional overtime

Salary: \$35,000 - \$37,000

Application Deadline: Friday March 11th , 2022

If you are interested in applying for this position please send your resume to:
Michael Brennan, Executive Director, or Pozitive Pathways Community Services
511 Pelissier Street, Windsor, ON N9A 4L2

Pozitive Pathways Community Services is an equal opportunity employer. We acknowledge
lived experience as an asset and value diversity, inclusion, and equity.