



Employment Opportunity - Ontario Division

Job Title:	Community Relations Coordinator	Competition #:	N/A
Department:	Chatham-Kent Ministries	Status/Position Type:	Permanent/Full-Time
Compensation:	\$19.04 per hour	Unionized:	No
Ministry Unit:	Chatham-Kent Ministries	Date posted:	December 2, 2022
Address:	46 Orangewood Blvd., Chatham, ON	Posting Expires:	December 9, 2022

APPLICATIONS ACCEPTED BY:

Email: maria.wall@salvationarmy.ca
Attention: Maria Wall, HR Assistant
Mailing Address: Chatham-Kent Ministries, 46 Orangewood Blvd., Chatham, ON N7L 5H1
Attention: Maria Wall
Fax: 519-354-9029
Please, no phone calls.
Please include the Job Title and Ministry Unit in your email subject line.
Interested applicants must respond in writing with a cover letter and resume.

MISSION, VISION AND VALUES:

The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.

Mission Statement

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Vision Statement

We are an innovative partner, mobilized to share hope wherever there is hardship, building communities that are just and know the love of Jesus.

Core Values:

Hope: We give hope through the power of the gospel of Jesus Christ.

Service: We reach out to support others without discrimination.

Dignity: We respect and value each other, recognizing everyone's worth.

Stewardship: We responsibly manage the resources entrusted to us.

TERMS AND CONDITIONS:

POSITION PURPOSE SUMMARY:

The Community Relations Coordinator is responsible to create a positive public image of The Salvation Army by promoting and increasing public awareness of the Mission and Vision of The Salvation Army. The goal of this position is to enhance donor/funding and volunteer support to help Chatham-Kent Ministries achieve its mission and influence in the community.

ACCOUNTABILITIES:

1. General

- Ensure that all duties are completed in accordance with the principles, standards, policies, and procedures of The Salvation Army.
- Assist and support Chatham-Kent Ministries to achieve its mission and influence in the community through increased presence, public awareness, and funding support for local community services / ministries.
- Actively engage current and new community partners to ensure the Mission & Vision of The Salvation Army and the work of The Salvation Army is understood.
- Work in cooperation with local support personnel as well as support from the Divisional Development and Public Relations Department.
- Assist in maintaining government and community relationships (in partnership with the CFS Management Team, Ministry Unit Leaders and Divisional Headquarters).
- In conjunction with the CFS Management team, support and maintain efficient and effective community relationships with business, corporate, organizations and other potential partners; facilitate the development, implementation, and evaluation of a short-term and long-range strategic community relations plans.
- Maintain and initiate new contacts updating main database with inputs from CFS.
- In cooperation with the management team, develop, update, and maintain promotional materials, including social media postings and website.
- Assist the team as required to maintain smooth operations.

2. Program

- Actively engage/enlist the community members and local business to provide both volunteer services and monetary support where able; including but not limited to the Annual Christmas Kettle Campaign.
- Provide administrative, organization and practical support to Christmas Kettle Campaign and other fundraising initiatives.
- Ensure that the staff and volunteers work together to achieve the purpose of the organization and enhance the ministries, mission, and vision of The Salvation Army.
- Solicit program funding proposal opportunities from business, corporate, organizations and various levels of government, and other potential partners.





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- Assist with the preparation of funding proposals and grant applications as required.
- Plan and organize or support organizers of fundraising events and other events as required/requested.
- Seek opportunities to build and foster personal relationships & partnerships with local business and community groups.
- Maintain a presence at local community events, fairs.
- Create and deliver presentations not limited to: Service Clubs, Churches, organizations, and schools.
- Create new fundraising initiatives and provide ongoing updates, in coordination with management team.
- In cooperation with the management team, solicit and accept donation of goods to be used in various programs coordinating the driver's schedule to arrange pick-ups, and ensuring donations are appropriately distributed, recorded and donors are acknowledged.
- Assist with developing and organizing church ministries, activities and programs.

3. Human Resources

- Responsible for the direct supervision of the Annual Christmas Kettle Campaign staff and volunteers; develop the team to execute the deliver & pick up of kettles.
- Provide ongoing, consistent coaching, performance feedback, and manage the evaluation (including probationary evaluations) of employees they supervise, ensuring that they work together to achieve the purpose of the organization and enhance the ministries of The Salvation Army.
- Responsible to ensure that each position for those supervised has a clearly defined and up-to-date job description and job duties, outlining that employee's authority and responsibilities, in consultation with the supervisor, as required.
- Prepare, post, and maintain all departmental work schedules for those supervised in accordance with operational requirements ensuring adequate coverage.
- Ensure that any required job postings are prepared and forwarded to the supervisor for review and posting, as required.
- Identify training requirements, make recommendations, and develop strategies and recommendations for employee and volunteer development.

4. Administration

- Maintain accurate written financial reports, records, logs of activities, including activity reports and statistical information.
- Maintain frequent contacts, by phone, email, requests for support to the donors throughout the year.
- Provide volunteers and donors with acknowledgements of gratitude.
- Seek input from the CFS management about program/funding needs.
- Ensure the Integrated Mission Manager is kept abreast of any concerns, successes, etc., and notifying the supervisor should their involvement be required regarding any complaints or issues that could result in negative public relations.
- Provide support to the local "team" in preparing any correspondence as required.
- Answer incoming phone calls and written correspondence as it pertains to any personal community contact
- Ensure that letters to community donations and income tax receipts are issued as required.
- Prepare and distribute quarterly updates about the work of The Salvation Army Community and Family Services; submit a report to business and community partners as directed.
- Conduct debriefs on all events and Christmas Kettle Campaign including lessons learned.

5. Volunteers

- Utilize the volunteer software scheduler plan - build campaign schedule and monitor and schedule emails.
- Coordinate, organize and schedule volunteers for Christmas Kettles, programs, events, etc.
- Provide direction and support to volunteers and ensure that they work together to achieve the purposes of the organization.
- Develop strategies and recommendations for volunteer development.
- Actively promote The Salvation Army CFS volunteer opportunities for events.
- Ensure that all volunteers maintain any mandatory training or certification; identify any training needs and report to supervisor.
- Provide support to supervisors in the recruitment, onboarding, and maintenance of files for all CFS volunteers.

6. Health and Safety

- Adhere to all Health and Safety Standards and the specific requirements regarding COVID-19 as per the local Health Unit.
- Understand and work in compliance with the Ontario Health and Safety Act (OHSA) and Regulations and abide by The Salvation Army's health and safety policies and procedures.
- Ensure the safety and comfort of the ministry unit by maintaining cleanliness and food safety etc.
- Work in compliance with OH&S Act and Regulations and abide by The Salvation Army's health and safety policies and procedures.

Perform other duties as required.



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CRITICAL RELATIONSHIP MANAGEMENT:

- **Internal:**
 - Ministry Unit Leaders, Management/Supervisory staff, Staff, Clients, and Volunteers
 - Participate in regular staff meetings; provide regular reports related to community relations.
- **External:**
 - Community Partners, Funders, Government

MANAGERIAL/TECHNICAL LEADERSHIP RESPONSIBILITY:

- This position reports directly to the Corps Officer/Community Services Officer.
- The incumbent is a group/work leader; directly supervises the annual Christmas Kettle Campaign staff (2 FTE) and volunteers as required. (i.e., Christmas Kettle Campaign.) The number of volunteers will vary from time to time.

FINANCIAL AND MATERIALS MANAGEMENT:

- Has input to and/or participates in preparing departmental budget; make wise use of resources, working within annual budget.
- Receive monetary and non-monetary donations.

WORKING CONDITIONS:

- This is a permanent full-time position based on 35 hours per week.
- Flexibility in scheduling required, some weekend and evening work required.
- Requires standing for long periods of time; the ability to lift/move up to 40 lbs.; bending; twisting; keyboarding and sitting for extended periods of time.
- Will be required to carry a cell phone.
- Travel mostly local between multiple locations etc., is associated with this position (10% travel).

Hours of Work and Work Schedule: The work schedule is determined in consultation with your supervisor and may vary according to requirements of responsibility. Applicable shifts include a ½ hour paid meal break.

The above responsibilities must be performed in keeping with The Salvation Army's Mission, Vision and Values, in a professional manner, upholding our code of conduct.

EDUCATION AND EXPERIENCE QUALIFICATIONS:

Education, Qualifications and Certifications

- Minimum of two years post-secondary education in Community Relations or Fundraising Management.
- Alternative combinations of education and experience may be considered.

Experience and Skilled Knowledge Requirements

- Minimum of two (2) years of prior related experience in the field of fundraising, experience in communications, event planning, public speaking, and experience in a not-for-profit environment.
- Minimum of one year of supervisory experience; coaching, leading and motivating staff and/or volunteers.
- Valid Ontario Class "G" driver's license with access to a personal vehicle and proof of valid insurance and a copy of a driver's abstract for review and verification that is satisfactory to The Salvation Army, in its sole discretion, is required.
- Have a keen interest in the social services sector and possess a genuine concern for and interest in the marginalized of society.
- Experience with program funding proposals and grant writing.
- Experience building relationships in the non-for profit sector and/or partnerships with a variety of stakeholder groups that could include corporations, and community groups.
- Ability to embrace growing technology needs - able to post to Social media platforms and aptitude to develop online communications.

Skills and Capabilities:

- Ability to deal effectively and professionally with the public, other professionals and special interest groups and other agencies.
- Self-directed with an ability to work cooperatively with leadership, staff, community partners and to create a working climate that is positive and mutually supportive.
- Teachable spirit / provides and takes direction / a willingness to be coached.
- Confident, self-motivated, mission minded, able to work with other staff or independently.
- Willingness to be flexible, motivated, versatile, and able to thrive in a non-profit environment while maintaining effectiveness and efficiency.
- Understand ethical behaviour and business practices and ensure that own behaviour is consistent with these standards and aligns with the values of the organization.
- Creative, innovative and develop new and unique ways to improve and create new fundraising opportunities.





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- Set priorities, monitor progress towards goals, and track details, data, information, and activities.
- Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Work independently; maintain confidentiality; projecting a positive, professional, and helpful attitude.
- Communicate effectively, and exercise good interpersonal skills by displaying tact, courtesy and patience with clients, staff, and community partners.
- Proficient in working in a computerized environment; must demonstrate strong skills using Microsoft Office Suite: (Excel, Word, Publisher, PowerPoint).
- Ability to undergo applicable screening and background checks successfully that are satisfactory to The Salvation Army, in its sole discretion (i.e., The Salvation Army Abuse Registry) and provide an original copy of a Background Check with vulnerable sector screening.
- Ability to develop an understanding and support for the mission and purpose of The Salvation Army in Canada and its implications as related to position responsibilities.

The Salvation Army offers accommodation for applicants with disabilities in its recruitment process. If you are contacted to participate in an interview or screening process, please advise us if you require accommodation.

We thank all applicants, however, only those candidates to be interviewed will be contacted.

You must advise your managing supervisor of your intentions prior to submitting your application.

