

Position Description

Position Title

Communications Coordinator

Reports To

The Communications Coordinator will report to Executive Director.

Position Overview

A Communications Coordinator is an administrative and program support role that is responsible for developing, implementing, and monitoring communications strategies and materials. This role involves creating various materials such as reports, press releases, newsletters, etc. This role also involves tracking and reporting analytics on marketing and communications campaigns and coordinating promotional events.

At the Fed, effective communications ensures that young people and allies are engaged with our mission to improve the lives of youth in and from care in BC. The role of the Communications Coordinator is essential to our mission, because it helps youth to learn about and access opportunities and resources that will support them in their journeys.

Responsibilities and Duties

- Lead the Fed team in developing and implementing communications strategies designed to further our goals and objectives
- Ensure that all organizational and program materials meet our communication standards and strategy
- Monitor and coordinate the Fed's online and social media presence including any relevant analytics and report on their effectiveness
- Write a variety of different content for both print and web, including newsletters, website copy, brochures, program materials, press releases, reports, proposals, etc.
- Stay up to date on industry trends and make recommendations for adjustments to communications strategies and practices
- Respond to media inquiries and maintain relationships with journalists and other members of the press
- Plan press conferences and other promotional events to help keep the organization top of mind
- Coordinate volunteers, support staff, vendors, etc. to support promotional events
- Perform outreach to key stakeholders and build strategic partnerships to grow the Fed's youth-friendly brand

- Supports the development, planning and implementation of communication policies and procedures to ensure compliance and efficient service.
- Assists in the coordination, supervision, and completion of special projects as appropriate.
- Provides youth with support and encourages their leadership, development, and engagement.
- May provide day-to-day supervision of employees and/or volunteers
- Performs miscellaneous duties as assigned.

Competencies

PEOPLE & INTERPERSONAL SKILLS – Actively Builds Relationships and Partnerships; Maintains Professional Boundaries; Understands Social and Political Dynamics and Can Navigate Them; Anticipates and Responds to Other's Needs; Demonstrates Honesty and Integrity; Trustworthy; Active Listener; Addresses Conflicts Positively; Collaborative; Encourages and Motivates Others; Encourages Accountability; Tactful and Considerate; Supports Feedback; Friendly Demeanour; Strengths Based; Compassionate and Empathetic; Consistent; Shares Perspective

DELIVERS RESULTS – Keeps Commitments; Meets Deadlines; Sets Relevant Goals; Persistent; Overcomes Obstacles; Dependable; High Level of Output; Accurate; Achieves High Quality Outcomes; Focused; Efficient; Follows Policies & Procedures; Follows Direction

PROMOTES EQUITY, DIVERSITY & INCLUSION – Maintains a Broad Prospective; Respects All People; Recognize and Embraces Differences; Understands Impact of Systemic Barriers and What Creates Inequitable Outcomes; Creates Common Ground; Aware of Biases; Open; Non-Judgmental; Culturally Appropriate; Can Intervene Effectively When Allyship is Needed

SELF AWARENESS & DEVELOPMENT – Practices Self Care; Demonstrates Resilience; Continuous Learning & Reflection; Utilizes Strengths; Displays Confidence; Demonstrates Passion for Work; Positive Attitude; Recognizes Capacity

PROJECT MANAGEMENT – Delegates; Integrates Ideas; Sets Expectations; Celebrates Milestones; Provides Direction; Effective Planning; Keeps Organized; Manages Multiple Demands; Decisive and Sound Judgement; Manages Resources; Sets Realistic Goals; Develops Contingency Plans; Time Management; Maintains Safety Awareness; Manages & Mentors Others; Purposeful Meetings; Motivates Others

COMMUNICATION – Understands Audience; Shares Information; Articulates Thoughts Clearly; Factual; Uses Good Grammar, Spelling, and Sentence Structure; Uses Various Mediums; Straightforward and Logical Content Delivery; Engages Audience

DIGITAL SKILLS – Maintains information security and integrity; Effectively uses various digital tools and platforms

PROBLEM SOLVING – Efficiently Analyzes Problems; Evaluates Information; Considers Alternatives; Considers Consequences; Generates Effective Solutions

CREATIVITY & INNOVATION – Thinks Outside the Box; Generates and Builds on Ideas; Encourages Healthy Risk Taking; Fails Forward; Encourages Continuous Improvement; Forward Thinking; Embraces Change; Builds Best Practice; Takes Initiative; Resourceful

PROFESSIONALISM – Shows up on Time; Follows Dress Code; Communicates Schedule Changes; Maintains Organized Workspace; Respects Shared Spaces

YOUTH ENGAGEMENT - Involves youth in planning and in making decisions that affect themselves, others, and our organization

YOUTH DEVELOPMENT - Focuses on a young person's gifts, talents, current skills and abilities, as well as their potential for further develop in these areas. Provides youth with a positive, strengths-focused approach to personal development

YOUTH SUPPORT – Helps youth to connect with the resources and supports they need; Helps youth to advocate for themselves

YOUTH LEADERSHIP – Creates opportunities for youth to show up and give back. This includes everything from being present, providing support and encouraging others, acting as a role model, and leading oneself and others.

GENERAL ADMINISTRATION - responds promptly to phone calls and emails; keeps electronic and paper records updated; submits expense reports & payment requests in timely manner

Qualifications & Requirements

- Criminal Record with Vulnerable Sector Check Clearance Letter
- Valid BC Class 5 Driver's License with Clean Drivers Abstract
- Current Standard First Aid & CPR
- Applied Suicide Intervention Skills Training or Equivalent
- Cultural Awareness Training
- Minimum of 4 Years' Experience in Communication or a combination of Relevant Education and Experience
- Intermediate skills with Microsoft suite of programs (I.e. Office, Outlook, Teams, SharePoint, etc.)
- Keyboarding ability at 50 words per minute with 85% accuracy
- Knowledge of child welfare system in BC and the needs and issues of youth impacted by this system.

Work Environment & Conditions

- Mainly Office Environment with Long Periods of Sitting and Computer Use
- Some Off Site and/or Overnight Programming usually in a Camp like Setting
- Travel within and outside of BC
- Moving and lifting a variety of items weighing up to 15-20 lbs