



## Job Description

Job Title: Community Engagement Officer

Position Type: Full Time/ Part Time

Salary: Competitive

Location: Greater Toronto Area (with remote working)

Start Date: ASAP

### **About the role:**

The Community Engagement Officer reports to the Executive Director and is responsible for overseeing a range of community relations, marketing, communications, supervisory and fundraising activities. As a key member of The Zahra Foundation team, this position also supports the volunteer program and TZF community events and special events.

### **Responsibilities:**

#### Community Relations and Outreach

- Responsible for supervising community relations activities and initiatives
- Provides leadership and support to the Community Engagement team/Volunteers
- Supports activities of the Communications & Marketing team
- Oversees community engagement events, including meetings and presentations to community organizations, and liaisons with community ambassadors
- Directly supervises the Volunteer and Special Events Coordinator and supports volunteer activities relating to community engagement activities/events.
- Develops and maintains effective relationships with base and community agencies

#### Fundraising

- Oversees the Fund Development plan
- Fulfills all aspects of Donor Management plan
- Supports and oversees all fundraising activities, events and endeavours

### Special Event Support

- Manages all special events
- Directly supervises the Volunteer and Special Events Coordinator
- Supports volunteers involved in special events
- Oversees the annual Special Event plan

### Other

- Ensures effective overall administration and sound fiscal management of program goals and objectives.
- Undertakes any secondary tasking and responsibilities deemed necessary for a robust Community Engagement program at TZF.

### **Desired Knowledge, Education and Experience:**

- Minimum 5 years' experience in a related position, including previous experience in fund development and supervising and supporting a diverse staff team.
- University degree in a related field of study considered an asset, though an equivalent combination of experience and education will be considered.
- Solid understanding of non-profit family services organizations.
- Excellent organizational and interpersonal skills; demonstrates sensitivity and tact in interpersonal relations.
- Excellent English written and verbal communication skills, including well-developed public speaking skills.
- Proven ability to network with community resources, build relationships and create community partnerships.
- Willingness to work flexible hours, including evenings and weekends as required.
- Proficiency in French an asset.

### **Competencies and Behaviours**

In order to successfully meet the requirements of the position, the following competencies and behaviours must be demonstrated:

- Believes in and practices the mission, goals of the program.
- Ability to work as a positive team leader, facilitating a team environment through personal behaviour, work contributions and the sharing of experience and knowledge.
- Facilitates the development of new ideas and methods for program enhancement and adjusts and adapts to changes.
- Maintains a constant awareness of the "client" and exhibits recognition and appreciation of their needs with the ability to achieve results with positive outcomes for families accessing the programs.
- Ability to be energetic, resilient and maintain a sense of humour when personal resources are challenged.
- Supports staff in achieving results with positive outcomes for individuals and families within the various program areas.
- Ability to meet deadlines in a timely and efficient manner.

- Effective interpersonal skills under all types of conditions, exhibiting a supportive, positive approach.
- Demonstrates a high degree of personal initiative with good planning and organizational skills.
- Maintains timely and accurate files.
- Ability to adjust to the ever-changing needs of the organization and multi-task efficiently.
- Ability to manage a diverse staff and address human resources issues appropriately.
- Demonstrates strong administrative skills and abilities.
- Commitment to related personal and professional development.

**Working Conditions**

- Combination of Remote and in-person work
- Client needs and work volume may require more than the scheduled work hours to complete essential position duties.
- This position may require occasional travel to locations across Canada.