

Job Description
COMMUNITY DEVELOPMENT COORDINATOR

Position title:	Community Development Coordinator
Reports to:	Director of Support Services
Department:	Support Services
Location:	County of Peterborough
Employment group:	Class C

Job Purpose/Summary:

The Community Development Coordinator provides case management coordination of community support services to adults with physical challenges and seniors thereby empowering them to remain in their home setting. The coordinator also develops, manages, and evaluates delivery of local volunteer assisted home support services provided to seniors and adults with physical challenges. Provides leadership to Regional Team where applicable.

Primary Duties and Responsibilities:

Home Support Services Program Coordination

- Receive client requests in a polite, courteous, empathetic, and patient manner.
- Evaluate and assess clients in terms of functional and cognitive abilities as well as need for community support services and determine program eligibility.
- Plan, implement, and evaluate client community support programs and services, as well as services offered by partner organizations to meet client needs.
- Respond to community and client service needs and trends, make recommendations for program and service enhancement as appropriate.
- Ensure clients appropriately utilize community support services, reassess client service plans as required.
- Manage services within the organization’s policies and procedures.
- Plan, coordinate, and implement support systems and processes to ensure coordination with the organization’s basket of services.
- Ensure scheduling of staff and/or volunteers to support the identified needs of the client.
- Utilize case assessment, case management, and knowledge of available community support services in order to ensure client centeredness.
- Ensure accurate and timely client information is entered into the Client Relationship Management database in accordance with organization policies and the relevant legislation (Ontario Freedom of Information Act and Protection of Privacy Act).
- Respond to client issues and/or concerns providing appropriate documentation.
- Complete Client Service Request and other related forms according to organization policy and procedures.
- Plan, organize and schedule volunteer services for clients as appropriate.
- Provide client referrals to community support services as appropriate.
- Conduct client home visits as appropriate and required.
- Ensure integration with local community health service agencies and partners to provide the best possible client service. Establish, foster, and maintain key relationships with local partners and service providers.
- Complete verbal and written reports and presentation, this includes but is not limited to: maintain statistical data, general reports, records, and invoicing.
- Comply with Occupational Health and Safety and other related legislation.

Job Description
COMMUNITY DEVELOPMENT COORDINATOR

Volunteer management

- Promote the volunteer program to gain community support of the organization.
- Assess the need for volunteers to enhance program/service delivery.
- Conduct on-going evaluation of the programs and services delivered by volunteers and implement or suggest improvements as needed.
- Provide on-going feedback and supervision to active volunteers.
- In conjunction with the Volunteer Development Coordinator, develop and implement effective strategies to recruit the right volunteers with the appropriate skills for volunteer supported programs and services.
- In conjunction with the Volunteer Development Coordinator, coordinate recruitment and selection of volunteers. Conduct interview and orientation activities for volunteers required to support service delivery in accordance with organization policies and procedures.
- Ensure volunteers are aware of and in compliance with relevant organization policies and procedures.
- Work cooperatively with different types of personalities and communicate, supervise, and empower volunteers to be effective in their roles. Coordinate appropriate training and performance reviews as required.
- Address and respond to volunteer issues and/or concerns as required.
- Ensure that every volunteer is recognized formally and informally for their contributions to program/service delivery.

Financial management

- Coordinate, develop and gain necessary approval for an annual income and expenditure budget for designated geographic program/service area, including development, promotion and implementation of fundraising events.
- Prepare regular reports on progress, budgets, donations, and expenditures related to designated geographic program/service area.
- Monitor expenses and analyze budget reports related to designated geographic program/service area, recommend changes as necessary.
- Prepare deposits, petty cash, and cheque requests and forward the same to the Finance Department in a timely manner.
- Ensure that all monies held in the office/service site are held securely until deposited to the Finance Department.

Community development and engagement

- Respond to community requests for public speaking engagements.
- Develop agenda for Support Services Advisory Committee.
- Coordinate and participate in community engagement functions, activities, meetings, presentations, and conferences.
- Represent the organization on various related internal and external committees, with approval
- Ensure organization brochures and promotional materials are available at strategic sites within the community.
- In conjunction with the Fund Development and Communication Coordinator, draft and submit articles for local media outlets to promote services, events and volunteer recruitment and recognition.
- Actively monitor local media coverage related to community social services to identify emerging trends and potential issues.
- Establish, foster, and maintain key relationships and partnerships throughout the community.

Job Description
COMMUNITY DEVELOPMENT COORDINATOR

Fundraising activities

- Plan and implement fundraising activities in collaboration with staff, volunteers, clients, and Support Services Advisory Committee.
- Coordinate and manage all aspects related to *New to You* operations (not applicable to: Harvey and Lakefield).
- Meet or exceed annual fundraising target.
- Monitor and report fundraising activities and results to the Director of Home Support Services.

Office/Service Site Management

- Ensure that the office/service site is maintained; that working conditions are safe and comply with Occupational Health and Safety (i.e. office is clean, garbage and recycling management, equipment in good working order, arrange for replacement when necessary, and complete monthly health and safety inspections).
- Operate with lease/rental agreements, communicate with landlords as necessary.
- Purchase and maintain all necessary office supplies and equipment.

Working Conditions:

- Work in a climate controlled office environment.
- Work with moderate frequency of interruptions both in-person and by telephone.
- Active listening and mental attentiveness in dealing with staff, client, volunteer, and public inquiries.
- Perform complex sequences requiring strong mental acuity.
- Frequent travel may be required during all seasons.
- Occasional moderate lifting of supplies and materials.
- May be required to work some evenings and weekends.

Key Competencies:

- **Build relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Commitment:** Commitment to Community Care Peterborough's mission, vision, and goals.
- **Communicate effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Compassion:** Demonstrate compassion and respect to both internal and external clients.
- **Creativity/innovation:** Develop new and unique ways to improve operations of the organization.
- **Interpersonal Effectiveness, Learning & Flexibility:** Understand personal strengths and weaknesses when it comes to dealing with others. Work towards self-improvement and growth to create effective and meaningful workplace relationships. Demonstrate understanding of conflict resolution strategies. Take informal and formal training as required.
- **Focus on client needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- **Foster teamwork:** Work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance organizational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organization.
- **Make decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, track details, data, information and activities.

Job Description
COMMUNITY DEVELOPMENT COORDINATOR

- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Values Based:** Understand ethics, behaviour and values all contribute to a positive workplace. Ensure that own behaviour and conduct is consistent with the organization's values and standards. Contribute to a values-based culture through active reflection both individually, and as a part of the work team.
- **Volunteer Relations:** Support, engage, and empower volunteers. Recognize and appreciate volunteer's commitment, passion, and dedication to organization programs and services. Volunteers support all aspects of Community Care Peterborough.

Qualifications:

Education

- Post-secondary education in a relevant field, preferably social work, gerontology, or volunteer management, or an equivalent combination of work experience and education.

Experience

- Minimum 3 to 5 years of related work experience.

Professional Designations and/or Licenses

- Valid Ontario class G driver's license with reliable vehicle.
- Valid First Aid/CPR certification.

Knowledge, Skills, and Abilities

- Proficiency in the use of the following computer programs: Microsoft Word, Microsoft Excel, Outlook, and Client Relationship Management databases.
- Demonstrated experience in the delivery of community based health and social services.
- Ability to be flexible and adaptable.
- Fundraising and promotion activity knowledge and experience.
- Experience working independently and as part of a team.
- Proven problem solving and conflict resolution ability.
- Experience handling sensitive and confidential information and matters in a trusted and responsible manner.
- Strong organizational, accuracy, and attention to detail ability.
- Excellent interpersonal and communication skills.
- Demonstrate ability to multi-task and set priorities, including early identification of issues/problems that may arise.
- Demonstrate continues effort to update skills.
- Knowledge and understanding of issues and dynamics within the geriatric population and adults with physical disabilities an asset.

<i>Approved by:</i>	Danielle Belair, Executive Director
<i>Date approved:</i>	June 25, 2014
<i>Last reviewed date:</i>	June 25, 2014
<i>Staff Signature & Date</i>	