



Contract, Full-time

## House of Friendship – Community Development Manager

At House of Friendship we believe in what we are doing. We get out of bed each day to make a difference in our community; to walk with and to serve. We are not happy with the status quo. We get energy from ongoing learning and growth. We lead with passion and believe without a doubt that everyone deserves to belong and thrive. We live and breathe our values of Compassion, Inclusion, Justice, Dignity and Hope. And we have fun!

Sounds pretty great doesn't it? It is!

Community Development programs at House of Friendship are shaped by the communities we serve with the goal of preventing and reducing the impacts of poverty, hunger, and isolation to ensure everyone can belong and thrive. We are seeking a Community Development Manager to lead these programs. Reporting to the Community Services Director, this position is responsible for our Neighbourhood Food and Community Centre programs and works in partnership with the Community Resource Manager to form the Community Services management team. This role directly supervises the Neighbourhood Food Supervisor and the Community Centre Supervisor, who work with a diverse team of Community Development Workers, Program staff and volunteers.

We are seeking an experienced leader to join our team who is passionate about coaching and developing people and teams to provide leadership for our community development programs. This position will lead, develop and support the supervisors and staff teams and is responsible for the healthy and safe operation of the programs; ensuring a physically and psychologically healthy work environment. You will lead development and implementation of strategic approaches that inform the team's planning and decision making. You are confident in working with tools of measurement, evaluation and communication for accountability to stakeholders including community members, partners and funders.

You are a collaborative community leader who thrives on building connections. This will include fostering connections between our programs, which are currently located in 7 neighbourhoods throughout Kitchener-Waterloo: Chandler Mowat, Courtland-Shelley, Kingsdale, Victoria Hills, Centreville Chicopee, Forest Heights and Sunnydale. We are seeking a leader who can support the team to ensure our programs are community-driven and grounded in anti-racist, anti-oppressive, and trauma-informed approaches. You will help us to think and work differently - not shying away from challenging but important conversations with colleagues, partners and community members. You are experienced with direct service work and motivated by the complexity of community driven work. You are ready to navigate the tensions of doing community development work through a large organization. You will help the team define our role into the future, even considering when we need to get out of the way and make space for other voices and leaders

You are an expert at building trusting, collaborative relationships with community members, partners and funders to lead change in our community and positively impact outcomes. You will be a voice for House of Friendships community programs at key community tables taking a lead role in community consultation and community development initiatives bringing relevant issues and solutions to the



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conversation. You are committed to understanding and upholding the mission and values of House of Friendship.

This role also has key operational and administrative responsibilities such as managing annual budgets, helping with funder applications, relationships, and reporting, overseeing operations of two community centre facilities (Sunnydale and Courtland Shelley) and doing strategic program planning, review and analysis.

**\*\* This is a full-time, 14 month contract starting in November 2022.**

**You will be working 37.5 hours/week, typically during regular, weekday hours.**

**Frequent local travel required; a valid driver's license and regular access to a vehicle required.**

**Mileage will be reimbursed in accordance with our mileage policy.**

**Based on regular work with vulnerable populations including children and youth; a successful completion of a Police Records Check (Vulnerable Sector) is required. \*\***

#### **Key Responsibilities:**

- Lead, develop and support a team of supervisors and their staff teams
- Responsible for all aspects of program operation including program development and review, program budget, database management and relationships with funders and community partners, staff and participant safety
- Create reports and proposals to support or source funding
- Responsible for the management financial functions
- Represent House of Friendship at various initiatives related meetings and community forums; bringing relevant issues and solutions to the conversation
- Take a lead role in community consultation and community leadership development initiatives
- Provide timely and appropriate programming to meet the needs of those in our community within our mission, vision and values

#### **Skills & Experience:**

- Very strong leadership, team building and decision making skills with demonstrated experience in collaborative community leadership that prioritizes the importance of relationships
- Experience with anti-racist, anti-oppressive, and trauma-informed approaches driven by a passion for social justice
- University degree or College diploma and relevant work experience required  
\*\* Candidates who have not completed formal education but who can demonstrate an equivalent level of leadership experience will be considered \*\*
- Confidence in communicating clearly and effectively to many different stakeholders guided by high emotional intelligence
- Demonstrated strength in coaching, mentoring and developing people and teams including the ability to coach through conflict with at least 3 years of experience leading a team
- Experience working with diverse teams and populations, including people from various cultural/ethnic backgrounds and income levels, bringing sensitivity to individual realities and finding ways to address and remove barriers to engagement



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- Knowledge of and/or experience serving in the areas of community development, social justice, and poverty alleviation with a passion to connect and empower community members who experience systemic barriers
- Strong organizational and computer skills with ability to work under pressure and manage multiple tasks and deadlines
- Commitment to understand and uphold the mission and values of House of Friendship is expected
- Exemplary emotional intelligence, resilience, communication, conflict management and problem solving skills required
- Ability to work professionally as a team member with staff, participants and community members
- Experience or strong interest in working with diverse populations including people from various cultural backgrounds, income levels and sensitivity to their needs
- Must be dependable, professional, flexible, a team player and have a positive attitude
- Respectful, supportive and engaging approach to persons with physical and/or cognitive disabilities, addictions, mental illness and other life challenges
- Excellent project, timeline and deadline management skills including skills in logistics, planning and detailed record keeping

**Additional Assets:**

- Shared lived experience with and/or direct ties to the communities we work with
- Experience using innovative approaches to community development, particularly focused on children and families and/or community food programs
- Experience with program evaluation and data collection in community-based settings
- Knowledge about funding sources and partnerships with experience writing reports and proposals, and stewarding funder relationships
- Knowledge of local community agencies and resources
- Experience working within a non-profit and/or social services environment
- Experience managing budgets and supporting operations
- Ability to speak multiple languages

**Rate of Pay:**

We value our team members above all else and know that our mission can only succeed through your work. We value the work that you do with fair pay and benefits:

- We are a Living Wage employer as defined by the [Ontario Living Wage Network](#)
- We use a 3.5:1 ratio meaning that the highest paid team member is not paid more than 3.5 times than the lowest paid team member
- As a full-time contract staff working longer than 3 months, you'll be paid approximately an additional 16% each pay to support you in taking vacation and managing your personal well-being in lieu of vacation credits, group health benefits and sick credits – details will be provided in your contract based on current policies
- Learning and Development opportunities including monthly leadership development days, our annual U@HOF leadership development day, and a wide variety of on the job training opportunities
- Flexibility to meet work and home life needs



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At House of Friendship all compensation ranges are categorized under a series of “grades” and we base our payment structure on internal equity. When determining rate of pay, a candidate’s past related experience will be taken into consideration along with where others with similar experience are currently on the pay grid.

Note: Most new team members will start somewhere between the start rate and the mid point of the range.

Grade: 6

Min: \$32.94

Mid: \$37.45

Max: \$41.96

**Working Conditions:**

- 37.5 hours per week; generally daytime, weekday hours
- Frequent local travel required; a valid driver’s license and regular access to a vehicle are required
- Occasional pre-scheduled evening and weekend hours to meet the needs of the programs
- Based on regular work with vulnerable populations including children and youth; a successful completion of a Police Records Check – Vulnerable Sector is required
- Working with and encountering participants who may be under the influence of drugs or alcohol, and/or experiencing symptoms of mental illness can be expected

**COVID-19 Vaccination Policy:**

To maintain the safety of staff and participants, House of Friendship has implemented a COVID-19 Vaccination Policy. All Staff hired after October 19, 2021 are required to provide proof of being Fully Vaccinated against COVID-19 as a pre-condition of their employment or placement offer. If an individual is unable to be vaccinated against COVID-19, they will be required to submit written proof verifying a medical reason or by submitting a request under the Ontario Human Rights Code and agree to regular Rapid Antigen Testing at least two times per week. When documentation has been received and approved, House of Friendship will provide accommodation up to the point of undue hardship in compliance with the OHRC and may follow up to receive further information and/or documentation as required. Failure to meet these requirements will result in the immediate revocation of an offer of employment.

If you are as passionate as we are about serving the community, let’s talk.

To apply, please submit your resume and cover letter here:

<https://house-of-friendship.hirehive.com/job/106232/community-development-manager-full-time>

By end of day **October 2, 2022**.