

# **JOB DESCRIPTION**

## **COMMUNITY INTEGRATION AND INFORMATION COORDINATOR**

Under the direction of the Operations Manager, the Community Integration and Information Coordinator is responsible for the delivery and evaluation of bilingual services and activities that support the integration and interaction of individuals and families as they relocate from one community to another and for the promotion and facilitation of personal, family and community development as per MFSP Parameters for Practice and local Service Level Agreements with CFB Esquimalt. He/she is responsible for three primary areas; coordination of the 24-hour information and referral cell, development, implementation and facilitation of outreach services and implementation of personal development programs based on community need or request. This position reports directly to the Operations Manager.

### **Responsibilities include:**

#### **Program Development and Delivery**

- Coordinating development of the 24-hour information line, outreach services and personal development programs.
- Developing policies and standards of practice for the administration of all programs in this program area
- In collaboration with the Coordinator of Volunteers, orientating, training and supervising of all volunteers who assist in service delivery.

#### **1. Coordination of Information and Referral (I&R) Program**

- Overseeing the I & R Supervisor and I&R Team in the collection and dissemination of comprehensive current community information;
- Developing and maintaining an up-to-date, 24 hour community information system that notes all of the resources both in the local community and on Base that are available to military families;
- Interviewing clients to assess the type of assistance/information required and referring to the appropriate professional or resource if situation warrants or undertaking / supervising the task of procuring information when the clients' requests require research;
- Ensuring excellent customer service is the priority and responses are timely, helpful and courteous;
- Establishing and maintaining a library composed of reading materials and videos pertaining to a wide variety of topics dealing with military family life
- Coordinating in-house information gathering and distribution resources – library, web site, local services;
- Networking/liaising with local service providers to keep I&R and other program areas updated with local resources and ensuring ongoing connectivity with other local resource providers;
- Ensuring mailing list is updated and accurate.

#### **2. Outreach**

- Ensuring ongoing, consistent liaison with Outreach areas including: Sooke, North of the Malahat and 443 Squadron;
- Researching and analyzing military family demographic information;
- Liaising with local service providers and schools;
- Coordinating info gathering on local resources for family members in all areas;

- Using a community development approach, coordinate military lifestyle related activities and programs based on local community needs in outreach areas;
- Developing and overseeing a community referral process, and track/analyze referrals to ensure responsiveness to community requirements;
- Establishing a contact person/family member (presence) in each area to act as MFRC liaison;
- Liaising with other coordinators to ensure an acceptable level of lifestyle specific resources are accessible (MAP, emergency childcare, 24 hour info access, deployment support as required).

### **3. Personal Development and Integration**

- Coordinating military lifestyle related workshops upon request;
- Overseeing Welcoming services to new families to ensure family members receive relevant information about their new community;
- Ensuring on-going review and revitalization of the Welcoming process and coordinating the delivery of Welcome Booklets and services.

### **4. Administration**

- Submitting monthly and year-end usage statistical and analytical reports to the Ops Manager for furtherance to the Executive Director;
- Developing and maintaining Information Services Program Procedures incorporating Risk Management and Privacy Code best practices;
- Attending and participating in monthly Program and staff meetings and overseeing the conduct and content of monthly I&R team meetings;
- Adhering to administrative policies of the Esquimalt MFRC;
- Participating in on-going professional development;
- Administering approved budget;
- Researching and contributing to funding initiatives as appropriate;
- Following appropriate internal procedure for volunteer involvement;
- Developing, implementing and analyzing evaluation process to obtain feedback from client user group.

### **Leadership and Supervision**

- Hiring, orientation and supervision of Information and Referral Supervisor and staff;
- Involving the I&R staff in decision making, problem solving and program development;
- Ensuring appropriate and qualified staff is in place and providing support through on going coaching and training;
- Providing regularly scheduled learning and training opportunities for staff to ensure information is up to date and accurate;
- Ensuring regular job and program performance evaluations are conducted.

### **Networking**

- Collaborating with the multi-disciplinary team of the MFRC so as to assist other members in researching information relevant to their responsibilities and providing objective feedback on the changing needs of the families as identified through the service users and community at large;
- Establishing and maintaining links with community resource groups/agencies that are beneficial to military families and providing community agencies with appropriate information about the MFRC;
- Representing Esquimalt MFRC on designated community committees.

### **Monitoring and Evaluation**

- Instituting methods of statistical data collection and ensuring that statistics are collated and analysed on a monthly basis;
- Developing annual goals and objectives for the program area that are outcomes based and measurable and conducting on-going evaluation of services;
- Ensuring that all programs operate within budget guidelines.

### **Other**

- Undertake any secondary tasking and responsibilities deemed necessary for the efficient operation of the organization, its programs and buildings;
- Enhancing professional expertise by membership in applicable professional organizations and by participating in continuing education related to assigned responsibilities.

### **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 member of the program team, facilitating a team environment through personal behaviour, work contributions and the sharing of experience and knowledge;
- Participates in the developing of new ideas and methods for program enhancement and has the ability to adjust and adapt 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 program;
- Ability to be energetic, resilient and maintain a sense of humour when personal resources are challenged;
- Ability to multi-task and deal with a variety of responsibilities;
- Ability to meet deadlines in a timely and efficient manner;
- Ability to develop, implement and evaluate programs effectively;
- Utilizes sensitivity and tact in dealing with people under stressful conditions;
- Willingness to work flexible hours;
- Utilizes a community development approach in program development actively incorporating volunteers into the program area.

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

- Degree in the social service or education field and two years related experience;
- Supervisory experience;
- Strong communication skills, both oral and written;
- Good knowledge of local community resources and ability to network with community resources;
- Computer proficiency in e-mail, word processing, spreadsheet, and database;
- Excellent interpersonal, organizational, analytical, time management, program development and community development skills;
- Experience in working with families and volunteers;

- Excellent assessment and facilitation skills;
- Strong Team building skills;
- Current BC driver's license;
- Knowledge of the unique challenges of the military family lifestyle and proficiency in French are considered an asset.