

Community Engagement Coordinator

The City of Guelph is a vibrant community with over 120,000 people located in the heart of Southern Ontario, just one hours driving distance from Toronto. Set in a picturesque natural setting, Guelph is known for its rich architectural heritage, growing economy and excellent quality of life - all good reasons to consider a career in this beautiful city.

Job summary

Resumes are being accepted for the position of Community Engagement Coordinator within the Communications Department. This position will focus on community engagement initiatives to support input into decision-making and gain public insight into the challenges and opportunities for the City of Guelph. The successful applicant will be responsible for advising on engagement plans and activities and reporting on outcomes. The position plays a central role in establishing engagement programs and building capacity that supports the City in achieving its priorities and addressing emerging opportunities. Guided by the goals and objectives of the City of Guelph Strategic Plan and committed to the Corporate Values of integrity, service, inclusion, wellness and learning, the candidate will aid in the achievement of the Community Vision – an inclusive, connected, prosperous city where we look after each other and our environment.

Duties

- Plan, design, implement and evaluate community engagement plans in support of City initiatives to execute the City's strategic plans.
- Advise departments on best practices and techniques for implementing community engagement projects. Support them on projects where non-engagement staff are conducting engagement themselves.
- Maintain advanced knowledge of innovative engagement practices, tools and techniques. Promote and encourage openness to new engagement approaches within the organization and community.
- Foster and coordinate a community of practice within the organization. Develop tools and deliver training to maintain a basic knowledge base within the organization to support community engagement activities.
- Coordinate and centralize all community engagement activities initiated by City departments and Council. Maintain a repository of surveys and data generated from City engagement and advise on the application of that data.
- Steward an engagement framework for the City of Guelph. Advise on engagement guidelines and standards for the organization based on best practice in public sector engagement.
- Steward engagement programs for initiatives that involve sensitive/confidential information (e.g. regarding policy matters).
- Build and maintain positive, collaborative relationships with external and internal stakeholders including community organizations and City staff.
- Regularly evaluate the effectiveness of engagement activities by performing analysis on participation, input and outcomes. Interpret data and report on results with a focus on presenting complex information in plain language that is suitable for identified audiences.
- Perform other related duties as assigned.

Qualifications

- Experience related to the duties listed above, normally acquired through the completion of a degree in communications, public engagement, public relations or related field, plus 4-5 years experience in developing, planning, and delivering community engagement plans, advice, and support with volunteers, government, non profit and community sectors. Candidates with an equivalent education and experience may be considered.
- Completion of the **iap2 Foundations in Public Participation** training: planning for effective public participation, and techniques for effective public participation (or equivalent); iap2 certification an asset.
- Demonstrated understanding of the latest community engagement practices, tools and techniques.
- Excellent presentation and facilitation skills. Certified Professional Facilitator designation an asset.
- Experience with stakeholder relations.
- Excellent interpersonal skills including fostering positive relationships, negotiating, building consensus, and mediating and resolving disputes.
- Client service-focused.
- Ability to manage in a busy environment; adjust priorities using sound judgement and informed discretion as project demands change.
- Advanced written and verbal communications skills.
- Strong organizational skills with the ability to work both independently and in a team environment.
- Advanced skills and familiarity with Bang the Table/EHQ—the City’s digital engagement platform. Intermediate skills in Microsoft Office (Word and Excel) and social media applications.
- Posses a valid Class G drivers licence and good driving record. Have access to a reliable vehicle.

Rate

\$30.29 - \$37.20 per hour

How to apply

Qualified applicants are invited to apply using our **online** application system by **Friday July 2, 2020**. Please note all applicants must complete the online questionnaire specific to this position at the time they submit their resume and cover letter in order to be considered. Proof of qualifications will be requested at the interview stage.

Please visit the job posting listed on our careers page and click on the “Apply for this job” button. Instructions will follow.

The City of Guelph is an equal opportunity employer which values diversity in the workplace. We are therefore happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance.

Personal information collected through the recruitment process will be used solely to determine eligibility for employment. We thank all candidates in advance; however, only those being considered for an interview will be contacted.