**TITLE: Community Development Assistant (Special Projects)**

**Date Created: October 31, 2022**

**FUNCTION:** Reporting to the Community Development Manager, the Community Development Assistant is responsible for executing various project based community development initiatives as directed. Activities will be varied and may change from month to month and thus a diverse skill set and ability to be flexible is desired. The candidate will primarily coordinate special tenant initiatives, special community events and programs. The incumbent will also undertake communication activities to promote the work of NHC using various channels. This position will work will with all members of the NHC management staff team to ensure organizational goals are carried out in a timely and efficient manner. Duties and assignments may overlap depending on the operational needs of the departments and staffing levels.

**DUTIES: (this is not an exhaustive list)**

**Under the supervision of the Community Development Manager, the Community Development Coordinator will perform the following duties:**

1. **Direct Client Service**
* Plan, coordinate and facilitate special projects/community events/meetings/annual events including Community Gardens, Summer Tenant Socials, Tenant Meetings, Staff Meet and Greets, and other community programs and initiatives.
* Attend events to oversee activities and ensure details are handled as planned.
* Address any issue that may arise and will remain on site after the event is over to ensure completion.
* Actively promote opportunities for tenant engagement in community life including training, education, meetings and community development programs offered by NHC.
* Receive inquiries from service users via walk-in, telephone or e-mail and assist them with their inquiries.
* Maintains regular hours in the community for drop-in availability to residents
1. **Administration**
* Coordinate meetings, including setting up community spaces, arranging refreshments, and coordinating guest speakers and presenters for events.
* Develop meeting/community event materials.
* Assist in developing promotional concepts and designs, and distribution of promotional materials and invitations; and direct logistical planning.
* Maintains records on event registration, activities, progress, status, post event summary, meeting minutes.
Develops timelines, critical milestones, resources, and budgets for projects.
* Take minutes at various meetings (may require after-hours work)
* Manages the budget for each project, monitoring spending, and making adjustments as needed.
* Determine staffing needs for special events. Seek approval to secure additional staff, volunteers or third party vendor assistance as required.
* Lead the recruitment of volunteers for community events.
* Assists in developing and maintaining an extensive network of contacts, both internal and external, to facilitate event coordination.
1. **Teamwork and Collaboration**
* Establish resident education programs in collaboration with the management team, other non-profits, and social service agencies providing our residents with a variety of learning opportunities. Topics may include:

a) Eviction prevention

b) Tenant Services procedures

c) Preventative Maintenance Procedures

d) Other Community Resources and Supports

e) Other topics TBD

* Coordinate initiatives with members of the management team that pro-actively contribute to successful tenancies.
* Work collaboratively with the NHC management team to develop tenant programs that build strong connections with NHC.
* Support the management team in providing accurate and timely emergency community interventions to address broader issues/crisis situations (e.g., accidents, mental health crisis, extremely disruptive behaviours, and criminal activity).
1. **Communication**
* Assist with the production community development tenant-facing pamphlets, brochures and newsletters and coordinate the distribution of print/branded materials to tenants and staff.
* Ensure materials are professionally presented, accurate and audience-appropriate.
* Collaborates with department and staff on development and management of website content, marketing database, mobile apps/social media content to promote event(s)

**Other Duties**

* Attend meetings with NHC staff and with other agencies as needed
* Ensure professional and effective communication with all relevant organizations in order to form and enhance partnerships and create programs
* Coordinate special events/training/presentations with outside partners and organizations.
* Coordinates purchases of services and petty cash.
* Provide back-up support in the absence of the Community Development Coordinator, or Community Development program staff.
* Perform other duties as assigned.

**RELATIONSHIPS: SUPERVISES:**

Nepean Housing Corporation Staff and Board N/A

NHC Residents

Community Partners

Vendors

**EDUCATION OR EQUIVALENT KNOWLEDGE:**

* You possess post-secondary education in the field of community development, education, social services, event management, and/or equivalent of training and professional experience.
* Excellent customer service skills
* Problem-solving
* Excellent interpersonal communication skills
* General knowledge of non-profit housing and rental housing
* Knowledge especially with respect to changes in social housing and local social services.
* You possess strong computer literacy skills including Microsoft Office, CANVA, web page, working with list serves and have engaged in both in person and
* virtual community outreach

**EXPERIENCE REQUIRED:**

* Minimum 3-5 years of related experience in experience in program development, implementation, dealing with people in crisis; group facilitation, education and advocacy.
* Collaboration with co-workers with giving and accepting ideas to maximize the team's overall performance.
* Ability to communicate with clients and colleagues in a respectful and concise manner is essential
* Experience working with a non-profit housing provider is an asset.

OTHER:

Valid driver’s license and access to a reliable vehicle, First Aid/CPR, recent vulnerable sector check.

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Executive Director Human Resources Committee