

EMPLOYMENT OPPORTUNITY

Manager, Community Resource Data Partnerships and Editorial Services Full-Time Permanent

We're looking for people who care about their community and are passionate about connecting people to the help that they need, when they need it.

THE OPPORTUNITY

The Manager, Community Resource Data Partnerships and Editorial Services advances the agency's mission through animation of the standards for effective community resource directory management. The Manager will advance opportunities to expand the reach and impact of the community resource directory with partners and stakeholders and support the evolution of the standards across the North American information and referral system.

The Manager, Community Resource Data Partnerships and Editorial Services will advance their team, the organization and the systems in which we operate in such a way that is grounded in the values and commitment to People First, aligned with the organizational strategic priorities and rooted in a leadership framework which includes the following key competencies:

- **Innovation:** experiment & learn; evolve & transform; efficiency/effectiveness; work SMART
- **Collaboration:** existing & new partners and allies; connection to each other; engaging volunteers, partners & community
- **Organizational Excellence:** governance & structure; accountability & transparency; risk identification & mitigation; compliance & administration
- **Strategy and Leadership:** strategic framework; leadership – excellence, impact, effectiveness & innovation; learning – personal/professional; proactive vs reactive
- **Values:** diversity, equity and inclusion; impact; people first framework

WHO WE ARE

At Findhelp | 211 Central, we connect individuals and families with information and referrals to the complete range of government, health, community and social services in their communities and help them navigate the complexities of the human services system, quickly and easily. Motivated by our mission to create connections and solutions to build strong communities, we're constantly innovating to keep up with the changing needs of our communities and to ensure that everyone has access to the supports they need.

Findhelp|211 Central recognizes that certain groups of people experience disproportionate barriers to economic, employment and health opportunities which may be amplified due to intersectional personal

identities. We are committed to improving accessibility to human and social services through ongoing and new initiatives, partnerships and approaches.

We're proud of our people and culture and we're constantly changing and innovating to do better! Our workplace is focused on balance, equity, engagement and a healthy environment. We pride ourselves on being an employer of choice and we do the work to make that happen. You'll be engaged and supported to learn and grow your career and you'll make a difference in people's lives across Canada.

RESPONSIBILITIES

- Advance all front line community resource directory inquiries (receive, coordinate and ensure completion)
- Lead community resource directory opportunities and partnerships with key role in stewarding relationships as well as coordination, development and implementation of related initiatives
- Analyze, propose, and implement policies and processes for directory maintenance and editorial services and monitor to ensure standards are adhered too
- Develop, train and implement taxonomy and data standards including active participation locally, provincially and nationally and with North American partners
- Lead department management planning for the Editorial team including people and performance management, human resources activities, work planning, goal setting and monitoring and strategic visioning
- Coordinate internally and cross-departmentally with the leadership team to identify, develop and drive initiatives in a way that is grounded in the values, strategic priorities and key leadership competencies of the organization

REQUIRED SKILLS AND EXPERIENCE

SKILLS

- Demonstrated knowledge of the 211 LA County Taxonomy of Human Services; experience in the development and editing methodologies of this taxonomy an asset
- Strong research, writing and editing skills with keen attention to detail and ability to assess quality of writing for improvements
- In depth knowledge of database management, particularly with regards to the Information and Referral system in Canada, standards and best practices and application of such
- General knowledge of community and social services in Ontario and Canada
- Bilingual (French and English) a strong asset

EXPERIENCE

- 5 years progressive experience in database content management and taxonomy development roles
- 3 years people management experience
- Community, social service, or information and referral sector experience required

- A degree or diploma in library services, database management; or equivalent discipline
- AIRS Certification as a Community Resource Specialist - Database Curator a strong asset

If you meet the position requirements outlined above, we would love to hear from you!

SALARY AND BENEFITS

Minimum Starting Salary: \$70,000, plus a comprehensive employee benefits package including: participation in CUPE's Multi-Sector Pension Plan

APPLICATION PROCEDURE

Applications will be received until December 3, 2021. Along with your resume, please provide a cover letter with a description in 500 words or less telling us a bit about yourself, what interests you about this opportunity and the assets that you would bring to this role. Applications can be submitted to: job@findhelp.ca

Findhelp|211 Central believes in a workplace culture of inclusion that is welcoming, respectful, safe and empowering for all staff. It is critical to our success to eliminate barriers and promote the inclusion of equity groups. Equity seeking groups have been, and continue to be, underrepresented and marginalized in the workforce, leadership roles, and in some specific occupations. Equity seeking groups include but may not be limited to Indigenous persons, racialized people, gender diverse people, 2SLGBTQIA+ people and people with disabilities.

If you require accommodation at any stage during the hiring process, please inform us in advance to arrange reasonable and appropriate accommodation. Contact HR at job@findhelp.ca

We thank all applicants and will contact the individuals selected for an interview. No phone calls please.