

EMPLOYMENT OPPORTUNITY

Director of Communications and Engagement

We're looking for an individual who is passionate about addressing the systemic barriers that create inequities across our social service systems, fostering connections, and creating solutions to build strong communities. The position of Director of Communications and Engagement will support the organization and the systems in which we operate in such a way that is grounded in our 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:

Findhelp | 211 connects people to community support when, and how, they need it through 24/7 multilingual navigation, crisis response, specialty helplines, and online access to our comprehensive database of human and social services. Through strategic partnerships, collaboration, and innovation, we support direct service in six provinces and online service in three territories.

20 years after collaborating to bring 211 to Canada, Findhelp | 211 has grown and flourished. We have evolved our collective impact through an amplified commitment to equity, innovation, and system building. Our vision, mission and core values have guided our strategic focus on continually improving services and systems. With a focus on removing barriers for the most vulnerable in our communities, we have built strong and progressive partnerships with more than 200 organizations and stakeholders across North America.

By underpinning our partnerships in innovation, we have transformed our services, equity commitments, and system-level impact. We have deepened and expanded our relationship with United Ways across the country, to help evolve 211 as core community social infrastructure, while leveraging our core competencies to create meaningful social change at a local, provincial, and national level.

The Role and Ideal Candidate:

As we continue to expand and evolve, we seek to fill a newly created role and opportunity for a sector wide leader to become Findhelp | 211's new Director of Communications and Engagement. The Director will play a critical role in amplifying Findhelp | 211's reach, capacity, and opportunities to deepen our impact through increased collaboration, awareness and access to services.

Bringing demonstrable success leading communications, engagement and collaboration within complex, multi-service organizations, ideally at a national level, the Director of Communications and Engagement will be a visionary change leader and systems thinker who is motivated to advance strategic priorities, and develop highest impact opportunities. With our national scope, the Director will be skilled in engaging

with our diverse partners and the communities we serve (e.g. Francophone, Indigenous) – being bilingual (French/English) is preferred and applying a DEI and Reconciliation lens to engagement, content, and communications is essential. A compelling communicator, community builder, systems thinker and entrepreneurial leader, the Director of Communications and Engagement will be able to turn engagement into strategic opportunity development and expanded impact. With a focus on communications, government relations, staff, community and partner engagement we are looking for an empathetic team leader that champions a culture that puts people first, including the Findhelp | 211's team, our partners and those who we support. This is an opportunity to influence and evolve solutions that strengthen our strategic priorities, our reach, and our local, provincial, and national profile.

Note: This role is hybrid, with the expectation to work in our Toronto office site per in-office schedules.

Salary & Benefits

Starting Salary: \$93,500, plus a comprehensive employee benefits package including: participation in CUPE's Multi-Sector Pension Plan

How to Apply: Along with your resume, please provide a cover letter with a description 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: Cristina Umana, People and Culture Manager by Monday, May 6, 2024.

Email: job@findhelp.ca

Findhelp|211 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 groups have been, and continue to be, underrepresented, and marginalized in the workforce, leadership roles, and in some specific occupations. Equity 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 of the hiring process, please inform us. Accommodations are available on request for candidates taking part in all aspects of the selection process. Please send your request to job@findhelp.ca.