

## CITY OF HAMILTON

### CITY MANAGER'S OFFICE

(LOCATION – CITY HALL, 71 MAIN ST. W.)

### GOVERNMENT RELATIONS & COMMUNITY ENGAGEMENT DIVISION

### PROGRAM COORDINATOR, PUBLIC ENGAGEMENT (FROM COMMUNITY ENGAGEMENT)

#### SUMMARY OF DUTIES

Reporting to the Manager, Community Initiatives, the Program Coordinator, Public Engagement, is primarily responsible for community outreach and public engagement projects. The coordinator employs an equity, diversity and inclusion lens to public engagement plans, processes, and practices. Responsible for supporting city-wide public engagement initiatives including, the City's Public Engagement Community of Practice, internal cross-departmental teams, and community stakeholders.

#### GENERAL DUTIES

Contributes to the overall development and implementation of key initiatives, programs and projects within the Government and Community Relations team in addition to building relationships with Hamilton's diverse communities and supporting meaningful City-led public engagement practices.

Perform key project management functions such as coordinating, organizing, monitoring, and controlling project components such as meeting coordination, event planning, workshop facilitation, and community engagement.

Support project consultants and staff to plan public engagement activities within the broader Hamilton community, including

Track and monitor program-related budgets and third-party invoices.

Track and maintain all Council recommendations and motions relating to related projects. Liaise with the Clerk's office as required and support Council reporting process.

Contribute research and policy contents to support the adoption of effective city-wide public engagement practices and bolster continuous improvement, efforts. ,

Provide advice, feedback, and answer questions or expand on any research findings and best practices as required to support staff reports, briefing notes, and presentations at Council.

Provide support and direction to relevant Volunteer Advisory Committees to facilitate their meetings and advisory roles.

Build relationships with internal and external partners and stakeholders to seek input on city-wide public engagement initiatives. Identifies and addresses barriers to participation and access.

Collaborate with internal Communications Teams to develop and implement communication strategies, engagement plans, as well as related materials and products that support community engagement projects and initiatives.

Prepares communication and educational resources, including presentations, agendas, meeting minutes, key messages, frequently asked questions, and fact sheets for paper and digital platforms.

Assists in the development, communication, and implementation of the corporate-wide public engagement policy and framework.

Work independently, with minimal supervision, on multiple priorities and ensure deadlines are adhered to and established procedures are followed.

Perform other duties as assigned which are directly or indirectly related to position responsibilities.

**QUALIFICATIONS**

1. University Degree or College Diploma in social sciences, public engagement, project management, public policy, human services, planning or a combination of equivalent education and related work experience.
2. Proven knowledge of public engagement and project management approaches through direct work experience. Demonstrated success in leading project teams or as a key member of large or fast-paced project teams. Must have demonstrated accuracy in planning and organizational skills.
3. Demonstrated understanding and ability to work with various community organizations, partners, residents and other key community stakeholders is required.
4. Direct work experience with equity-deserving groups and racialized communities preferred.
5. Excellent people skills and an ability to build and manage relationships with people at all levels, including leadership, front-line and cross-departmental staff.
6. Ability to manage third-party vendors, track project progress, monitor deliverables and administer invoicing processes and payments. Ability to keep track and report on project budget.
7. Demonstrated experience in writing, coordination and preparation of reports. Ability to write professionally as a researcher or project manager on key research or project initiatives.
8. Superior skills in verbal and written communication, delivering presentations, and interpersonal communication. Must be proficient in the use of Microsoft Office Suite products such as Outlook, Word, PowerPoint and Excel.
9. Must possess excellent interpersonal skills to relate respectfully and thoughtfully with staff, community stakeholders and the general public with a pleasant attitude and professionalism.

Must be flexible in work schedule and available to work overtime during peak election time.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE**