

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT

(CHILDREN'S & COMMUNITY SERVICES DIVISION – INDIGENOUS RELATIONS SECTION – LISTER BLOCK – 28 JAMES ST. N., 6<sup>th</sup> FLOOR)

### INDIGENOUS COMMUNITY OUTREACH & RESEARCH COORDINATOR

#### SUMMARY OF DUTIES

Reporting to the Manager, Indigenous Relations, the Indigenous Community Outreach & Research Coordinator will provide expertise in the development, implementation and support of community engagement initiatives with the Urban Indigenous Community and the Treaty Nations. This position will promote innovative community engagement and coordination for initiatives related to the Urban Indigenous Strategy for Hamilton that works towards building mutually respectful relationships with Indigenous peoples. This position is the lead in community outreach and collaboration efforts of the Indigenous Relations section and will also lead ongoing analytical and research initiatives to support the Urban Indigenous Strategy and implementation.

Key responsibilities include promoting an awareness and understanding of Indigenous cultural protocols and sensitivities amongst/within staff and operations of the Corporation; providing advice to the public on service delivery issues and opportunities; effectively network to develop, build and maintain successful relationships within the Indigenous community and treaty territories, facilitate, coordinate, and implement engagement for the Indigenous Relations initiatives. The Coordinator will have a good understanding of the history, protocols, culture and demographics of the urban Indigenous community and treaty territories in order to support community and staff engagement activities.

This position is involved with service delivery program reviews which have potential impact on programming that may affect positions/employees within the organization.

A high level of personal integrity, motivation and excellent communication skills are required. Indigenous cultural competency and safety are required to carry out the duties successfully and respectfully.

#### GENERAL DUTIES

Establishes, maintains, and supports, working relationships with diverse local Indigenous community groups, organizations, orders of government, and individuals in order to develop and enhance relationships between the City and the Indigenous community.

As part of the Indigenous Relations team, supports Administration and City Council in establishing and maintaining working relationships with Indigenous organizations and groups within the City and region.

Communicates and collaborates with the urban Indigenous community and the Treaty Nations on building community capacity, develop a community engagement strategy, providing advocacy support, documenting success stories, and overall increasing community visibility.

Maintains knowledge and researches emerging trends relating to Indigenous peoples, reconciliation and current affairs including social media.

Opens a dialogue and exchange of views and ideas with the Indigenous community in an effort to identify issues and priorities with respect to various City initiatives and services and its relationship with the Indigenous community.

As a member of the Indigenous Relations team, provides and promotes an awareness and understanding of cultural protocols and information about the needs and priorities of the Indigenous community.

Promotes awareness of City services, programs, and employment opportunities within the Indigenous community.

Supports and advises City departments as service delivery programs are reviewed, altered, and established; seeks opportunities for innovative service initiatives that meet the needs of the Indigenous community.

Prepares oral and written presentations to management and Indigenous community groups and committees. Reports regularly on the status of projects, milestone achievement, fiscal status, change and risk management.

Develops public engagement communications materials for web and print including flyers, factsheets and signage, consistent with organizational communication standards. Liaises with web staff to make updates to ensure information on the site is relevant and accurate.

Supports the Senior Project Manager and Corporate Communications on communications activities. Assists with drafting of internal and external newsletter articles; monitors Strategy progress, prepares progress reports, and maintains records.

Builds, fosters and maintains interdepartmental and community partnerships that engage the Indigenous community.

Supports development and delivery of internal presentations/workshops including the preparation of materials such as backgrounders and agendas.

Follows Indigenous protocols for inviting and working with Elders and knowledge keepers.

Plans, facilitates, coordinates, promotes and attends events supporting the Urban Indigenous Strategy. Identifies and produces content for historical, past, present and future storytelling purposes.

Creates feedback surveys for events and engagement activities. Reviews feedback and follows through on recommended changes to maintain high quality sessions.

Maintains partner and community distribution lists.

Responsible for the co-ordination and monitoring of program budget for area of responsibility.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

## **QUALIFICATIONS**

1. Degree in a social science or humanities field with related coursework and a minimum of three years' experience working with government and/or community organizations in roles that support community development processes, capacity building, collaborations, partnerships, and organizational change; or Post-secondary education in Indigenous or Native Studies, Social Sciences or an equivalent combination of education and relevant work experience.
2. Previous demonstrated experience working with Indigenous peoples and communities, especially relating to services and programs for off-reserve or urban Indigenous peoples.

3. Demonstrated experience in community outreach normally acquired through a combination of education and progressive relevant work experience in government, non-profit, private or community service agencies.
4. Familiarity with the diversity of Indigenous peoples including events, service agencies, community networks and strategies. Lived experience and knowledge of Indigenous cultures, etiquette, protocols, languages. Knowledge of key programs and issues of importance to the Indigenous community in Hamilton. Preference will be given to candidates who self-identify as an Indigenous person (First Nations/Inuit/Métis).
5. Demonstrated knowledge of cultural competency or safety.
6. Facilitation training an asset.
7. Experience in developing constructive working relationships with people from diverse cultural backgrounds, including those associated with race, ethnicity, national origin, religion, socioeconomic status, age, gender, disability, sexual orientation, and/or other aspects of human diversity.
8. Ability to work within a fast-paced environment and deal effectively with all levels of management and staff performing multiple tasks.
9. Thorough knowledge and understanding of the Truth & Reconciliation Calls to Action and Hamilton's Urban Indigenous Strategy.
10. Working knowledge of federal, provincial and local initiatives relating to Truth and Reconciliation with Indigenous Peoples.
11. Demonstrated problem-solving capacity related to the complexities of working with multiple stakeholders and the ability to relate well to a culturally diverse population.
12. Previous experience working independently and efficiently to organize and co-ordinate workshops, conferences and committees. Strong organizational and time management skills including the ability to work with tight deadlines and competing priorities.
13. Highly effective communication and interpersonal skills. Must have a pleasant manner, take initiative and have the ability to carry out instruction without detailed direction.
14. Competence with the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word. Familiarity with Visio, Microsoft Project, web-based and statistical software and applications an asset. Progressive work experience / knowledge with technology and databases.
15. Must be able to work evenings and weekends.

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

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