

CITY OF HAMILTON

PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT **(GENERAL MANAGER'S OFFICE - LOCATION- CITY HALL)**

SPECIAL ADVISOR COMMUNITY ENGAGEMENT (Non-Union)

SUMMARY OF DUTIES

Reporting to the General Manager, Planning & Economic Development, the position engages citizens in City of Hamilton planning processes and innovative and creative plans for the West Harbour development, programs and facilities to meet diverse community and citywide needs. The incumbent will develop and implement innovative community outreach and engagement strategies for a diverse range of citizen stakeholders, associations and partners, placing a priority on engaging and cultivating community understanding, ownership and responsibility to increase community capacity. Working collaboratively with other divisions in Planning and Economic Development, other City departments and other stakeholders, the position will ensure equitable access to consultation opportunities for all members of the community. Responsible for related reports, recommendations and identified areas of growth in the delivery of community development modelled neighbourhood services for the West Harbour Initiative.

GENERAL DUTIES

Develops and recommends new departmental goals/policies related to community engagement ensuring integration and compliance with other corporate and departmental/divisional goals/policies as it relates to the West Harbour Initiative.

Researches and implements best business practices regarding consultation and engagement approaches concerning community needs and community capacity building; including legislation, policies, research and trends.

Support and advise staff across the Department on engagement best practices.

Review and evaluate effectiveness of Departmental community engagement activities.

Coordinate the one window engagement process for the West Harbour initiative.

Act as core member of the West Harbour project team, providing support for the Director.

Respond to public inquiries from the public related to the West Harbour initiative.

Support the West Harbour social media engagement program.

Coordinate the monthly West Harbour community conversations.

Ensure that West Harbour residents and stakeholders are engaged, informed and empowered in the ongoing development of the West Harbour district.

Support the implementation of Department-wide community engagement activities such as PEDTalks, PEDRides and the PEDConversationCouch.

Review and provide advice with respect to improving community engagement materials produced within the Department, such as ads and public notices.

Ensure that PED is at the leading edge of community engagement, employing the most effective engagement practices and techniques, and helping to position Hamilton as the most engaged community in the country.

Initiates, designs and manages projects, work plans, schedules, inventories, establishing and monitoring priorities and timetables and determining the allocation of responsibilities to staff and consultants with regard to community engagement process, projects and programs.

Identifies ways to build capacity in community groups to facilitate better community engagement outcomes; collaborates with community groups by supporting unique engagement activities at the grassroots level.

Liaises and coordinates with other departments, community groups, government agencies and consultants as required to facilitate community engagement opportunities that enable citizens to come together within and across neighbourhoods and communities.

Prepares data and reports for community engagement and consultation programs and activities, using existing available data as well as collecting primary data.

Reviews and submits reports to Council and its Committees, department and divisional staff, other departments and external agencies, consultants and the public.

Builds, fosters and maintains intergovernmental, interdepartmental and joint public/community partnerships and initiatives that support corporate plans and objectives.

Represents the City on various special projects with other levels of government, other agencies and special interest groups. Leads and/or participates in community and special project stakeholder project teams and consultative processes, to develop appropriate engagement strategies.

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.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Post-secondary degree or diploma in the field of health, human services or IAP2 (International Association for Public Participation) or equivalent combination of education/experience.
2. Demonstrated excellent inter-personal and facilitation skills with a citizen centred focus. Ability to work with a wide variety of people of diverse backgrounds and skill sets.
3. Knowledge of principles and practices of effective community engagement.
4. To ensure that all voices are heard, conflict is dealt with respectfully and that the engagement process reflects citizen agreed to common goals.
5. Extensive experience in community engagement and facilitation work, neighbourhood outreach or in a directly related field.
6. Experience working with community groups, elected officials, the media, volunteers and the general public.
7. Possess strong written and oral communication skills combined with highly developed analytical, conceptual, technical and interpersonal skills, personal integrity and professional commitment.
8. Ability to work independently and in a team.

9. Acute sense of confidentiality and judgment required
10. Knowledge of social media as an engagement tool.
11. Knowledge and/or experience with City of Hamilton departments and programs is considered an asset
12. Flexible work hours as many activities or meetings happen outside of normal working hours.
Must be able to manage own transportation for attending meetings and events.