

Job Description

POSITION:	Communications Officer
ACCOUNTABILITY:	Senior Program Manager
CLASSIFICATION:	Full Time
DATE APPROVED:	April 20, 2026

JOB PURPOSE

The Communications Officer is responsible for providing communications and stakeholder engagement leadership to the Agency. The Communications Officer will work with the Senior Program Manager to support the work of the Agency in the development and implementation of a comprehensive communication strategy by collaborating, engaging, and working with stakeholders and across departments in a cooperative and accountable environment. The Communications Officer directly undertakes the production and dissemination of internal and external communication, media relations, promotion and publications production on behalf of the Agency. The Communications Officer functions within legislative requirements, regulations, policies and procedures and the Mission, Beliefs and Vision of the Nogdawindamin Family and Community Services and contributes to the accomplishment of the strategic priorities.

KEY JOB FUNCTIONS

Communications, Public Relations and Stakeholder Engagement:

Prepare and present professional presentations and documents.

- Prepare procedural documentation supporting consistent branding and imagery for the Agency;
- Foster a positive agency image and mitigate issues that may negatively impact the image and credibility of the agency;
- Research and prepare communications policies, consultation and engagement procedures, detailed strategies and work plans in collaboration with Agency staff and across all departments;
- Liaise with Management Team to coordinate and develop video, electronic and print promotional materials for Agency services, events, conference participation, Board of Directors, Chief Executive Officer, Ministry or First Nation communities as required;
- Provide direct assistance and support to Agency services and personnel to meet Agency objectives concerning stakeholder engagement, public relations events, sponsorship initiatives, service and event promotion using digital and print content standards;
- Collaborate with Agency staff to identify and develop training and professional development opportunities related to communications and engagement, including engagement and consultation techniques, facilitation skills development, and evaluation processes;
- Consolidate key agency data and orientation materials to prepare visual and print materials in effective formats for identified target audiences to advance the communications and engagement priorities of the Agency;
- Maintain a calendar of Agency events, respond to requests for attendance at events and coordinate Agency representation in collaboration with the Senior Program Manager;
- Conduct research and compile information for Agency presentations and public documents;
- Liaise with Information Technology staff to provide ongoing oversight and maintenance of web site content as well as directly managing social media presence and related content providing direct assistance to agency services and departments on specific campaigns, events, and promotions in keeping with Agency social media policies and procedures;
- Draft and finalize external reporting documents, flyers, posters, communique, Public Service Announcement's, newsletters, and media announcements and notices as required;
- Prepare professional and confidential correspondence, memos and documents;
- Assist with special projects and participates in the planning and execution of Agency and community training, engagement, and public relations events as required.

Human Resources:

Provide guidance, direction and support to department staff.

- Provide leadership, guidance, support, supervision and direction to teams and ensure understanding and alignment with organizational values, goals and priorities;
- Promote and support the well-being of staff by referring to appropriate resources;
- Ensure performance and supervisory expectations are clear and consistent;
- Monitor and address employee performance;
- Conduct performance review and fully involve staff in evaluating and planning to improve their job performances;
- Monitor and manage attendance management process;
- Assist with staff development and recommend training opportunities;
- Develop and lead supervisory conferences, team meetings, case reviews and/or observations of caseworkers to identify ongoing strategies to meet the team's ongoing development and training needs;
- Establish and sustain a work environment that promotes and rewards optimal performance, an ongoing commitment to excellence and the adoption of strength-based cultural practices;
- Support a culture of learning and professional development and ensure leadership development opportunities exist for staff;
- Ensure adherence to organizational policies, procedures, practices and standards;
- Provide guidance and support to Employees when investigating complaints and contentious issues;
- Approve staff attendance records, time-off requests and travel expense claims;
- Participate in recruitment of staff including assisting with screening, interviews, development of job descriptions and preparing interview questions;
- Ensure orientation of new staff;
- Conduct workload analysis and ensure complement of staff to provide services as necessary;
- Recommend human resources required for the department.

Financial Management:

Assist in the preparation and monitoring of the Agency's service plan and operating budget.

- Assist in the development of annual operating budget and coordinate planning and allocation of resources;
- Review and monitor financial and operational reports on a monthly basis for each service and program;
- Approve expenditures which fall within the limit of authority, sign payment requests and process credit card purchases;
- Ensure financial policies and procedures are adhered to;
- Assist with analyzing and evaluation of all programs and services and overall operations.

Relationship and Team Building:

Work collaboratively and cooperatively at all levels in order to support the use of a family-centered, strengths-based, child-focused practices while assisting families in building their capacities to provide safe and nurturing environments for children.

- Demonstrate behaviors, actions and attitudes that are consistent with Agency vision, mission and values;
- Provide opportunities for the enhancement and development of positive cultural identities of the children, families and communities served;
- Ensure appropriate communication and consultation with Supervisor at appropriate times;
- Ensure effective and professional communications with all internal and external service providers;
- Share information according to privacy and/or confidentiality guidelines;
- Work respectfully, positively, professionally and collaboratively with team members.

Cultural Competency

Participate in cultural activities within the agency.

- Follow the Seven Grandfather teachings as it relates to the position in line with the vision and mission of the Agency;
- Actively attend and participate in regular Anishinaabe Aadziwin cultural training and/or activities provided by the Agency;
- Ensure appropriate cultural opening when coordinating meetings both within the agency, for clients, families, communities and other collaterals;

- Actively seek guidance from cultural staff how to incorporate culture into the position or how to work from a cultural perspective;
- Engage in learning and incorporating Anishinaabemowin language within the position.

Administration and Reporting:

Complete administrative functions and reports and adhere to Agency policies, procedures and relevant practices.

- Develop a team workplan that ensures continual planning as an integral part of leadership, management, and direct supervision;
- Ensure Agency compliance with Serious Occurrence directive and reporting requirements;
- Ensure confidentiality and safekeeping of all Agency documents and records;
- Develop and maintain a detailed work plan of activities;
- Develop and maintain accurate, up-to-date and concise work files;
- Prepare and deliver summary reports;
- Work in compliance with the Occupational Health and Safety Act, Ontario Human Rights Code, Employment Standards Act and any other relevant legislation;
- Prepare and submit monthly reports, travel expense claims and maintain attendance records;
- Follow the Agency's human resources, finance and other policies and procedures in the performance of duties.

Other Duties

- Act in accordance with agency Code of Ethics and maintain confidentiality at all times to protect the privacy of Agency staff, families and communities;
- Participate in internal or external committees as required or assigned;
- Perform additional related duties in accordance with job responsibilities and department objectives;
- Participate in training, cultural events and other mandatory training as required;
- Other duties as required or assigned.

QUALIFICATIONS

Minimum Education

- Diploma in Public Relations, Marketing or Business Administration

Minimum Experience

- Three (3) years' experience in public relations, graphic design, communications, and professional writing
- Experience working with various office systems and equipment
- Experience working with Aboriginal people, organizations and communities
- Equivalent combination of education and experience may be considered

Knowledge Requirements

- Knowledge of Nogdawindamin programs and services
- Basic knowledge and understanding of the Child, Youth and Family Services Act
- Knowledge of First Nation structures, service delivery, and customs and traditions
- Knowledge of editing, formatting, creating and designing professional communication documents
- Knowledge of North Shore First Nations

Special Skills

- Proficient computer skills with MS Office Software and graphic design software
- Excellent time management, planning, and organizational skills
- Excellent interpersonal and customer service skills
- Excellent conflict resolution and problem-solving skills
- Excellent oral and written communication skills
- Ability to facilitate meetings and deliver professional presentations
- Ability to develop high-level professional documents
- Ability to attend to details and manage multiple priorities and work in a fast-paced environment
- Ability to demonstrate a high level of the initiative working both independently and within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to display a positive, helpful attitude

- Ability to adapt to change
- Ability to work with senior executives, Boards of Directors, government agencies and Aboriginal organizations
- Ability to maintain and work with confidential and sensitive information

Other Requirements

- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Ability to understand and speak Anishnaabemowin is a definite asset
- Must provide a Police Records Check deemed satisfactory by the employer
- Must have a Class 'G' Ontario Driver's Licence, access to a vehicle and the ability to travel
- Must have \$1M automobile insurance coverage

WORKSITE LOCATION

The location for the position is to be determined.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Communications Officer will typically be in an office setting. The Communications Officer is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching, and bending. The Communications Officer will be required to travel to meetings in the province of Ontario.

The development and presentation of professional documents can be mentally and emotionally challenging. As a result, this position is more mentally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings.

Non-physical demands include a work environment where the noise level is usually quiet to moderate, but may be loud on occasion. The nature of the position may expose the Communications Officer to moderate levels of tension when dealing with issues. The level of tension is usually moderate, with high levels of tension occurring occasionally.

Given the traditional practices of Indigenous people, from time to time exposure to smoke from the burning of sacred medicines; tobacco, sweet grass, sage or cedar, may occur.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine and adding machine

SUPERVISORY RESPONSIBILITY

This position supervises a minimum of one (1) employee.

KEY RELATIONSHIPS

Internal

The position requires interaction with Senior Program Manager, Chief Executive Officer, Board of Directors, Senior Directors and Managers, co- workers, and other staff.

External

The Communications Officer will interact with the Ministry of Children, Community and Social Services, Children's Aid Societies, Chiefs and Councils, First Nations administration, School Boards, Hospitals, Police services, ANCFSAO, OACAS, Media and other agencies.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions, or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserve the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

Signature of Employee

Date