



140 ISLINGTON AVENUE
ETOBICOKE, ON M8V 3B6
TELEPHONE 416 252 7949
FAX 416 252 1520

www.womens-habitat.ca

Women's Habitat of Etobicoke
Job Description
Stakeholder Engagement Coordinator
Non-Management Classification
(Permanent, Full-Time – 37.5 hours per week)

REPORTS TO: Director of Philanthropy, Resources and Systems and the Executive Director

COLLECTIVE BARGAINING UNIT POSITION CUPE 3877: NO

DIRECT REPORTS: None

AGENCY SUMMARY

Women's Habitat is a multi-service feminist organization supporting women-identified individuals and their dependents impacted by intimate partner and familial violence and poverty. Women's Habitat provides shelter and services to self-identified women and their dependents who are survivors of violence. Both the residential - opened in 1978 - and outreach community services and programs – opened in 2006 – offer a suite of trauma-informed VAW services to support self-identified women and their dependents.

JOB SUMMARY

The Stakeholder Engagement Coordinator is responsible for leading and developing interactions with external stakeholders, donors, third parties and community initiatives to increase and maximize opportunities for fundraising, awareness, education, donor generation and relations. This position also manages the recruitment, selection, orientation, supervision and evaluation of volunteers and students.

KEY RESPONSIBILITIES

STAKEHOLDER ENGAGEMENT (60%)

- Assist the Philanthropy team with thank you events throughout the year with participation



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from the Executive Director, other members of the management team, Board members, staff, students and/or volunteers.

- Support the Director of Philanthropy, Resources and Systems to coordinate and plan all third-party events.
- Respond to inquiries and develop a program aimed at increasing third party revenue.
- In collaboration with the Philanthropy team support the development and execution of strategic briefs and digital fundraising campaigns aimed at both the acquisition of new donors as well as maintaining the annual fund of monthly and one-time donors.
- Under the direction of the Director of Philanthropy, Resources and Systems and in collaboration with the Philanthropy team, upgrade and review monthly giving program including promotion, on boarding, stewardship and upgrading
- Assist the Director of Philanthropy, Resources and Systems to organize Task Force committee meetings.
- Under the direction of the Director of Philanthropy, Resources and Systems and in collaboration with the Philanthropy team, coordinate activities related to the Holiday Hamper program.
- Under the direction of the Director of Philanthropy, Resources and Systems and in collaboration with the Philanthropy team, coordinate activities related to the development and implementation of the annual stewardship plan for all donors.
- Provide back-up support to Donor Services Coordinator and perform other duties as assigned.
- Coordinate deliverables for a portfolio of corporate funders and prospects to increase engagement, provide impact updates and future giving opportunities.
- Under the direction of the Director of Philanthropy, Resources and Systems and in collaboration with the Philanthropy team maintain and manage a pipeline for corporate candidates by undertaking prospect research, identification, cultivation and stewardship of new and existing corporate funding opportunities, with the intent to meet their business objectives and desires, representing all ways to support WHE corporately (i.e. philanthropic gifts, sponsorship, employee engagement, event participation, cause-related marketing promotion).
- Under the direction of the Director of Philanthropy, Resources and Systems and in collaboration with the Philanthropy team assist in setting the strategic direction for funding requests and proposals based on donor preferences, capacity, and giving priorities.
- Under the direction of the Director of Philanthropy, Resources and Systems identify companies that may be able to host a fundraising event in support of WHE or sponsor WHE events.
- Proactively deepen relationships within existing corporate stakeholders; create opportunities



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to develop next level relationships, engage corporate volunteers to assist in networking and increase corporate support (financial contributions and in-kind)

- Under the direction of the Director of Philanthropy, Resources and Systems and in collaboration with the Philanthropy team write/prepare proposals and agreements for corporate foundation program funding and support the preparation of impact reports as required.
- Under the direction of the Director of Philanthropy, Resources and Systems and in collaboration with the Philanthropy team contribute to the development of communication materials, including publications used in the cultivation, solicitation, acknowledgement and stewardship of prospects
- Lead the onsite experience with corporate and community volunteer groups that attend onsite (WHE locations) to support programming or assist with other special projects or duties as assigned.
- Under the direction of the Director of Philanthropy, Resources and Systems organize and manage a list of corporate volunteer opportunities including the United Way Days of Caring.
- Under the direction of the Director of Philanthropy, Resources and Systems identify companies that offer matching programs and volunteer grants.
- Assist the Director of Philanthropy, Resources and Systems to prepare department budget and Annual Report.
- Participate as a contributing member of the Philanthropy team and support all departmental activities as required.
- Any other duties/special projects as required

VOLUNTEER AND STUDENT RESPONSIBILITIES (20%)

- Respond to inquiries from WHE staff, volunteers and the general public.
- Direct and supervise event volunteers on various initiatives.
- Implement, maintain and update the agency wide individual volunteers and student placement programs.
- Collaborate with the Manager of Programs and Services to design new volunteer roles that are appropriate for volunteers supporting service delivery.
- Liaise with post secondary institutions to arrange partnership agreements and collaborate with the Manager of Programs and Services to set up practicum placements.
- Collaborate with Social Media, Marketing Coordinator to employ a variety of recruitment



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methods such as networking, advertising and social media to recruit volunteers and students.

- Develop and maintain professional agency-wide volunteer practices and materials (eg. Volunteer orientation and manual, registration forms) and monitor adherence to all policies and procedures which guide volunteer and student involvement
- Ensure the Volunteer Program Policy is accurate and up to date, revising the policy as needed.
- Conduct appropriate recruitment, orientation, training, supervision and evaluation of events, fundraising and administrative volunteers.
- Assist in addressing health and safety aspects of volunteer events.
- Ensure appropriate stewardship and recognition of volunteers through managing, planning, executing and evaluating volunteers' recognition activities.
- Manage onsite volunteers including orientation, scheduling, training, attendance monitoring and maintenance of volunteer records and data.
- Manage and organize volunteer and student information effectively, coordinate and track volunteer related data (Eg, VSS, police check status, contact information, hours of service, etc.) and report agency wide volunteer numbers, service areas and service hours as required by the Director of Philanthropy, Resources and Systems.
- Ensure the confidentiality of volunteer, donor, sponsor and other fundraising information.

SUPPORT TO THE EXECUTIVE OFFICE (20%)

- Coordinate and attend Board and Committee meetings
- Record Board and Committee meeting minutes
- Track actionable items from meetings
- Assist in managing Boardable (upload work plans, meeting agendas/minutes, by-laws, etc.)
- Support the Executive Director with Annual General Meetings related activities such as minutes, agenda, motions and event preparations.
- When required, assist the Executive Director in the coordination and implementation of board related activities.
- Collaborate with HR and the Executive Director in the Vulnerable Sector Screening (VSS) process to ensure all new and existing Board of Directors are screened.
- Support the Executive Director with other governance-related task as assigned.

QUALIFICATIONS

- In depth knowledge of an academic discipline normally acquired through an undergraduate



A United Way member agency

Registered Charities
No. 12912-2065RR-0001



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degree in a related Volunteer Management or Fundraising Management. A certificate or diploma in Volunteer Management is considered an asset.

- 3-5 years directly related experience. Work involves application of theoretical knowledge of job-related problems.
- Demonstrated experience with administrative functions
- Experience coordinating an effective volunteer program including the recruitment, orientation and recognition of employees.
- Demonstrated ability to prioritize, set and meet deadlines, problem-solve, multi-task, and work collaboratively and efficiently to address a wide variety of considerations.
- Strong customer service skills and a social disposition. This position requires a lot of contact with the community and other stakeholders outside of WHE.
- Excellent presentation skills and comfort with public speaking in front of large groups.
- Computer competency in word processing, excel, data entry and database management software. Working knowledge of fundraising software an asset.
- Demonstrated awareness of issues affecting women and children who are facing violence.
- This position requires occasional lifting and incumbent must be able to lift and/or move objects of up to 20lbs.
- This position requires ability to work some evenings and/or weekends
- This position requires attendance for all major fundraising events including the Annual Gala and Winter Campaign and vacation may not be taken during this time.

Core Competencies:

Each employee will adhere to, and reflect in all areas of her work, the policies, procedures, mission and values of Women's Habitat. Therefore, each employee will have the following competencies:

1. Ensure that the Health and Safety guidelines are followed in accordance with the policies and procedures of the agency.
2. Ensure appropriate notification of child abuse as required by the Child and Family Services Act.
3. Adhere to and abide by Women's Habitat's harm reduction philosophy.
4. Ability to conduct trauma-informed work when dealing with agency clients.
5. Understand and adhere to the Ontario Human Rights Code at all times and in all aspects of her work.



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6. Understand and implement anti-oppression and equity principles in all aspects of her work.
7. Ability to respond to a crisis in ways appropriate to one's role at Women's Habitat.
8. Demonstrate willingness and the necessary skills to attend to conflict and tension with colleagues and non-client stakeholders.
9. Engage in constructive communication with peers, staff, clients, volunteers and other stakeholders, share information in an appropriate and timely manner and adhere to the agency's confidentiality agreement.
10. Ability to critically examine how she carries out her role and takes responsibility for the impact of her behaviours on others.
11. Demonstrate a commitment to continuous learning in order to ensure the delivery of high quality service.
12. Has the ability to work collaboratively as part of an effective team to best meet the evolving needs of clients and advocate on their behalf.
13. Build strong working relationships and communication with colleagues, the management team and other stakeholders to ensure optimal efficiency and fulfillment of Women's Habitat's mandate.
14. Ensure timely, accurate and effective communication with regards to Women's Habitat and/or program specific policies and procedures.
15. Able to manage competing and conflicting priorities effectively and efficiently.
16. Flexible and open to learning new concepts.

To apply for this position please forward your resume and cover letter to Human Resources at HR@womens-habitat.ca.

Covid-19 Protocol: *When onsite masks are optional but encouraged along with physical distancing.*