



Job Posting: Communications Officer (Part-Time)

Umbrella Multicultural Health Cooperative is a member-driven, not-for-profit, community health Centre (CHC). Our members are people who face language and cultural barriers accessing health care. Our mission is to provide practical access to affordable and holistic health care services that are appropriate in culture and language for those without access to health security.

We work with a Cross Cultural Health Broker (CCHB) Model. CCHBs are multicultural, multilingual health care workers who facilitate communication between patients, service providers and health and social service systems.

Job purpose/summary

With support and supervision of the Operations and Administrative Manager, the Communications Officer is responsible for the development and dissemination of electronic and print communication materials and tools that support the implementation of Umbrella Co-op's CHC enhancement, and presence in the community.

The communications officer works in collaboration with program coordinators and leadership team to support organizational goals through clear, compelling narration and messaging that reflects our values and strengthens our impact. The role is responsible for maintaining the organization's website and social media accounts up to date.

Duties and responsibilities

1. In collaboration with program coordinators and leadership team, support the planning and development of a communication plan that includes strategies, branding and activities such as community presentations, outreach activities and events.
2. Support in the development of accessible, compelling, and attractive communication materials for internal and external use, including social media postings, reports, evaluation, infographics, educational posters, etc., that reflect organizational values and branding.
3. Support with the digital development of health promotion materials and infographics
4. In collaboration with supervisor, updates and develops content for Umbrella Co-op's website and ensure the website's content is current. Inform supervisor of website updates and maintenance needs, as needed.
5. Monitors and manages content on Umbrella Co-op's social media accounts according to communications plan.
6. Assists with grant writing initiatives and provides writing support such as proofreading and editing, as needed.
7. Performs other tasks in accordance with qualifications and role expectation.

Qualifications

Required Skills and Education:

- Completion of post-secondary education and/or equivalent work experience in the field of communications, marketing, design, publicity, journalism, or related field of studies

- Fluency in English.
- Ability to communicate clearly and concisely, both orally and in writing, to a broad range of audiences
- Demonstrated ability to communicate health information through various modalities, including storytelling, infographics and reports
- Demonstrated ability to create and implement a communication plan that reflects organizational values, impact of work across all stakeholders (e.g. funders, partners, communities)
- Proficiency with MacOS, Microsoft Office, and other web-based communications applications such as Canva, WordPress, etc.
- Ability to make visually appealing infographics, presentations, and other communication materials
- Familiarity with social media platforms, beyond personal use
- Strong sense of equity and sound understanding of digital accessibility
- Ability to manage shared calendars, organize details and develop effective work plans
- Excellent planning and organizational skills including the ability to prioritize workload to meet tight deadlines
- Ability to take initiative, solve complex problems working independently and in a team environment
- Self-awareness, accountability, and ability to build trusting relationships
- Demonstrated ability to manage risk and maintain confidentiality

Preferred skills

- Experience working in culturally diverse community-based setting
- Working with diverse, immigrant, and refugee communities
- Graphic design experience
- Second language

Working conditions

As community service organization, the work at Umbrella Co-op is demanding and rewarding. Umbrella Co-op is committed to providing an emotionally and physically safe working environment where employees can thrive in their roles.

The Communications Officer works remotely from home and onsite in a shared office environment, daily interpersonal interactions are required using videoconferencing and mobile technologies.

Physical & Mental requirements

The role of the communications officer is responsible for providing clear language and culturally appropriate materials to community members and stakeholders, strictly maintaining confidentiality. Errors may result in culturally inappropriate or incorrect messaging. The role is encouraged to reach out for assistance within the team to ensure messaging is appropriate to stakeholders needs and consistent to Umbrella Co-op's values.

The role works independently and as part of a team. The role requires adaptability to changing project needs or meeting unexpected deadlines, and collaborative and open communication with the team is encouraged to prioritize tasks.

The communications officer requires spending extended periods of time sitting stationary in front of a monitor, which can cause muscle strain. The position may have to do lifting of equipment and supplies from time to time. If assistance is needed, the communications officer is encouraged to reach out to members of the team.

JOB TYPE: Part-time, 17.5 hours per week, Monday to Friday

SALARY: \$20.14 - \$21.83 per hour, depending on experience

EXPECTED START DATE: September 16, 2021

CONTRACT END DATE: March 31, 2022, with possibility of extension depending on organizational resources

APPLICATION INSTRUCTIONS: Please submit a one-page cover letter and your resume, all one document, with the title: “[InsertYourName].CommunicationsOfficer” to info@umbrellacoop.ca As an option, you may provide any other information that may strengthen your application such as a writing sample or design portfolio.

For more information, please visit our website www.umbrellacoop.ca

We kindly thank you in advance for your interest and application; however, only selected candidates will be contacted for an interview.