



Internal/External Posting

Manager, Communications

Organizational Performance

Contract Part Time Position: 28 hours per week

Contract Period: 15 months

Position Expected Start Date: January 3, 2023

Salary: \$77,936 per year

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

Reporting to the Director of Organizational Performance, the Manager, Communications will lead and provide direct hands-on support to the development and implementation of communication strategies, tactical plans and processes as appropriately assigned. In effectively managing all facets of this new portfolio, the incumbent will also contribute to creative ideas and manage content for LAMP's digital presence and strengthen positive working relationships that will build LAMP's connections to the community.

Primary Responsibilities

- Understands and effectively communicates the organization's vision, mission, values, programs and services to the various communities served by LAMP.
- Leads and supports the development, implementation, management and monitoring of organization-wide strategies, tactical plans and processes related to communicating the impact of our programs and services to internal and external audiences.
- Manages and coordinates the creation of a high-volume of web, social media, print and/or video content that deliver focused measurable results, and are informed by communications and accessibility standards and trends.
- Manages the portfolio and all related offerings to ensure effective/professional communications, relevant and appropriate digital presence and positive connection to the communities served by LAMP.
- Plans and executes communication and outreach activities for programs, services, and events to maximize community participation, organizational visibility, donor engagement, and increases access to information for the diverse people we serve.
- Collaborates effectively with internal staff and external partners to implement all projects within established approval processes, timelines, and resources.
- Contributes to organizational risk management and mitigation planning with recommended solutions/guidelines and processes that support effective communication strategies.

- Responsible for development and maintenance of an organizational communications guide and corresponding training action plan.
- Tracks success of communications efforts and prepares media reports and quarterly tracking documents.
- Produces effective promotional and educational materials utilizing targeted methods to reach the diverse communities we serve.
- Builds and maintains positive collaborative relationships with our interdisciplinary teams, community partners, sponsors, donors and community volunteers.
- Effectively manages the total outputs of the portfolio and utilizes resources appropriately and within established budgets.
- Other relevant and appropriate tasks as assigned.

Required Qualifications

- Post-secondary degree or diploma in communications, public relations, journalism or related business field or relevant and related work experience satisfactory to LAMP.
- Proven track record of managing a communications (or similar) portfolio gained through a minimum 2 to 3 years of professional experience in communications and social media.
- Demonstrated understanding of the Social Determinants of Health and experience with advocacy within the non-profit environment.
- Demonstrated experience and track record of creating, planning and executing tactical communications and social media campaigns with a proven track record of creativity and innovative thinking.
- Meaningful experience with design and creation of materials for various media formats (i.e. social media, print, video).
- Fully proficient with various social media platforms including Twitter, Facebook and Instagram.
- Experience with and/or dedication to working with people from various cultural, ethnic, socio-economic and developmental backgrounds.
- Strong understanding of equity principles that inform effective communications
- Effective time management skills and ability to deliver high quality work on schedule in a fast paced environment.
- Demonstrated excellent interpersonal skills to work effectively across all levels of the organization's diverse workforce.
- Demonstrated excellent communication skills, both verbal and written, with the ability to clearly convey complex circumstances, information and ideas.
- Positive attitude and dependable with strong initiative and the ability to work both independently and in a team oriented atmosphere.
- Open minded, eager and willing to constantly learn and improve oneself.
- Knowledge of LAMP Community Health Centre, the South Etobicoke community, and/or a second language that is reflective of the community being served are all preferable assets.

Proficiency in the Following Computer Skills

- Demonstrated proficiency using graphic design platforms, (Canva, Adobe Photoshop/InDesign, Illustrator etc).
- Solid ability to navigate a PC windows environment, including shared drives.
- Strong skills and experience using Microsoft applications (Word, Outlook, Excel, PowerPoint & Publisher).
- Strong skills and ability to easily navigate the internet/intranet environment.
- Ability to learn new software quickly and willingness to continuously develop technology skills.

Working Conditions

- Must be able to work in a fast paced, multi-faceted environment and make quick decisions.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of Equity and Community-based practice.
- There is an expectation to participate in multiple events for the agency and routine work may also include evenings and weekends.

Physical Requirements

- Occasional data entry, with short periods of time sitting stationary in front of a monitor while keyboarding.
- Ability to balance all job requirements in a busy atmosphere, including responding promptly to all communication.
- Occasional standing for extended periods of time and some occasional lifting may be required.
- Demonstrates good and safe work habits, and maintains a clean working environment.
- Ensures full compliance with LAMP's Health & Safety regulations and LAMP's policies and procedures.
- Ensures that staff and clients are compliant with LAMP's Health & Safety regulations and LAMP's policies and procedures, including the immediate reporting of any breaches of Health & Safety or Environmental incidents, accidents or concerns to their respective manager/supervisor and/or the Director, Human Resources.

As part of our mandate for inclusivity, reasonable accommodations can be made for all incumbents to perform the described physical functions of the aforementioned job.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address	recruiting@lampchc.org
Subject	Job Opening for Manager, Communications
Internal Deadline	5:00 pm on Friday, December 16, 2022
External Deadline	5:00 pm on Friday, December 23, 2022

***We thank all applicants for their interest. However, only those selected for interviews will be contacted.
No phone calls please.***