

United Way of Kingston, Frontenac, Lennox and Addington
Job Description
Program Associate

1. Job Identification

Job Title:	Program Associate
Department:	Community Impact
Reports to:	Director, Community Initiatives
Classification:	Coordinator/Associate/Assistant
Classification:	Full-time, permanent
Creation Date:	July 2018
Revision Date:	August 2019

2. Job Overall Purpose

Reporting to the Director, Community Initiatives (DCI), the Program Associate provides support to the work of committees and projects related to community initiatives.

The Program Associate works with the Director, Community Initiatives to support initiatives led by United Way, that address the root causes of issues such as, Youth Homelessness, Homelessness, Poverty Reduction, Community Safety & Well-being, Early Years, etc.

The Community Impact Department focuses on both community initiatives and community investment. While this position primarily supports work related to Community Initiatives, there will be some crossover in tasks & responsibilities to support United Way's community investment processes.

3. Job Responsibilities

Job Responsibilities	%
Provides support and coordination to community initiatives <ul style="list-style-type: none"> • Coordinate sub-committees to support community initiatives including but not limited to: Youth Homelessness, Community Advisory Board, Food Access, Community Safety & Wellbeing • Schedule meetings, accurate note taking and distributing materials to support committees • Support for other community initiatives, as required 	40
Provides support and coordination to Reaching Home Strategy (RHS) Works with the DCI to <ul style="list-style-type: none"> • Track, maintain and provide accurate reporting information for Service Canada • Support periodic Point in Time Counts 	20
Projects <ul style="list-style-type: none"> • Coordinate projects like Success By 6 Week • Coordinate registration, logistics for workshops and forums 	25

<ul style="list-style-type: none"> Projects and other work that may be assigned based on the business needs of the organization. 	5
Community Investment <ul style="list-style-type: none"> Provide scheduling, logistical and other support to granting committees 	5
Other Duties <ul style="list-style-type: none"> as may be assigned or may come up as part of organizational requirements 	5

These statements reflect the general details considered necessary to describe the principal functions of the job as identified, and shall not be considered as a detailed description of all work requirements that may be inherent in the job. The employee may be asked to work on other duties as assigned from time to time.

4. **Job Qualifications**

Education: <ul style="list-style-type: none"> Certificate/diploma from community college
Experience: <ul style="list-style-type: none"> Minimum two years recent related experience Ideally the candidate has worked in a fast paced complex office setting with a small business or non-profit agency Must have experience with MS Office (Excel, Word, Outlook) Experience with spreadsheets, database
Knowledge, Skills and Abilities: <ul style="list-style-type: none"> Writing and note-taking skills Scheduling and time management skills Excellent verbal, interpersonal and communication skills Data analysis and evaluation skills Data entry skills Proficient use of various social media platforms Must be able to plan and look ahead, anticipating timelines and deliverables; Ability to <ul style="list-style-type: none"> Pay attention to detail and be well-organized Work independently and take direction and supervision multi task and prioritize conflicting demands within tight deadlines thrive in a flexible, ever-changing office environment provide excellent customer service internally and externally Needs to be comfortable with change Proficiency in French is an asset Must possess a valid drivers' license and access to a vehicle

5. **Core Competencies**

Competency	Attributes & Behaviours
Mission-focused	Ability to link donor, volunteer, and advocates' aspiration to needs; Ability to catalyze others' commitment to mission; Strives vigorously to accomplish shared goals; Separates one's own interests from organizational interests in order to make the best possible judgments for the organization

Relationship-oriented	Understands what motivates individuals and organizations; Values diversity and inclusion; Effectively communicates; Treats others with respect and dignity; Actively listens to and facilitates diverse input and contributions
Collaborator	Seeks and shares knowledge of community; Takes collaborative approach to addressing issues; Focuses on shared goals; Mobilizes a broad range of sectors and resources
Results-driven	Has a searing focus on results and can effectively communicate goals and impact; Advocates for support of education, income, and health; Promotes innovation / willing to take risks; Develops relationships to drive resources and results; Has the necessary organizational skills to deliver on business model
Brand-steward	Acts with integrity and strong ethics to foster trust at all levels (personal, market, societal); Internalizes the meaning and commitment of United Way and consistently acts according to its value and purpose; Demonstrates the values of the network; is a good system-citizen; Is accountable and transparent with all stakeholders
Business Acumen & Strategic Direction	Demonstrates understanding and knowledge of United Way network; Understands business of the organization and effectively creates strategy; Understands the community and its business environment; Understands general business and financial principles required to effectively lead, manage and align resources for performance; Able to read financial statements and create budgets; Contributes to the bottom line by helping the organization grow its resources and capacity
Critical Thinking and Creative Problem Solving	Gathers Data; Effective Decision Maker; Develops Solutions; Creative and Innovative; Manages Conflict Effectively
Effective & Engaging Communicator	Story Teller; Skilled Communicator; Strategic Communicator; Connects with Audience; Internal Collaborator
Embracing & Managing Change	Constructive Optimism; Manages Change; Demonstrates Resilience; Demonstrates Flexibility; Manages Ambiguity
Entrepreneurial & Innovative	Business Acumen; Risk Taking (calculated); Steward Donors; Takes Initiative; Effective Persuasion
Planning and Implementation/ Execution	Strategic; Project Management; Acquires Resources; Engages Partners; Seeks & Shares Knowledge

6. Other Information

The United Way works with community volunteers and is volunteer led. The role of the staff team, individually and collectively, is to support and manage volunteers, building long-term relationships with partners, volunteers, donors and workplaces.

We are a small, flexible employee group that works in a team environment, with employees pitching in as required, based on the needs of the organization and with an agility that is inherent in the work we do.

We value exceptional customer service, teamwork, drive and initiative. Our staff are solution-focused, accountable and take responsibility for the key areas of focus, and are comfortable with change, recognizing that change is a constant in this environment.