

United Way Kingston, Frontenac, Lennox & Addington
JOB DESCRIPTION

Job Title:	Labour Community Services Manager	
Reporting to:	Senior Director, Community Impact	
Job Classification	Level 4, Manager \$53,391-66,739	
Department:	Community Impact	
Creation Date:	November 2009	Revision Date: November 2021

SUMMARY

The Labour Community Services Manager supports, maintains and grows the partnership between organized labour and the United Way Kingston, Frontenac, Lennox & Addington (UW KFLA).

The position works closely with the Community Impact staff team to coordinate and support collection drives and community initiatives such as homelessness Point in Time Count, Tampon Tuesday, backpack program and local coat and donation drives.

This role supports activities to promote volunteerism and support of the UW KFLA within the labour movement year-round. They promote the United Way to organized Labour through the annual campaign, assisting with recruitment, troubleshooting and support of workplace campaigns as needed.

This position provides support to Kingston & District Labour Council, assisting with Labour Day, Day of Mourning, Labour mailouts, website, maintaining accurate contact lists and administrative support. This position works a portion of their work time at the KDLC office and the remaining at the United Way office.

United Way management representatives work with Labour Council executive representatives to develop and confirm annual work plan

DUTIES & RESPONSIBILITIES

Labour Council and United Way (25%)

- Supports Labour Community Services Committee
- Works with Labour Council Executive to organize Labour events like Labour Day, Day of Mourning, etc.
- Develops and grows strategic relationships with the organized Labour community across the UW KFLA region to increase awareness and support of UW KFLA
- Maintains contact listings for all area Union locals and attends all Labour Council meetings

- Organizes Labour community events to increase awareness of labour participation in the UW KFLA
- Monitors partnership agreements as appropriate
- Provides reports for the Labour Director on United Way KFLA Board and attends United Way KFLA Board of Director meetings as required.
- Ensures regular United Way presentations at Labour Council meetings to increase awareness among members; provides information regarding United Way events and initiatives across the UW KFLA region
- Assists with recruiting Labour members to United Way committees as requested, to increase engagement opportunities
- Attends all Kingston District Labour Council meetings to assist with note-taking, support at meetings of members and Executive
- Assists with maintenance of social media and website for Kingston District Labour Council

Labour Community Advocate Training Program (25%)

- Runs the LCA program regularly every year (typically held in 2 separate sessions each year, level 1 & level 2)
- Promotes the program to Labour members
- Recruits participants to the training program
- Recruits guest speakers from community organizations for the program
- Coordinates, organizes and facilitates activities related to the Labour Community Advocate Training Program including coordinating the graduation ceremony and ensuring an appropriate UW KFLA message and presence throughout the program
- Measures attendance and feedback from level 1 and level 2 courses
- Participates in CLC Facilitator Training program

Community Initiatives (15%)

- Create and execute Labour engagement opportunities with the United Way to increase awareness of United Way within Labour Movement
- Supports bi-annual Homelessness Point in Time count with volunteer recruitment, coordination and support of training sessions
- Creates engagement opportunities for local labour movement in critical initiatives
- Manages collection drives such as Tampon Tuesday, Backpack program, Coat Drive, and community drives for food/clothing, working closely with CI department

Annual Campaign (15%)

- Supports Annual Campaign activities by providing support with recruitment, recognition, troubleshooting, events in workplace campaigns.
- Solicits and collects donations from Labour unions to support the annual fundraising campaign
- Provides reports and info to the Labour Campaign Cabinet representative.

- Recommends plans for the recognition of labour volunteers and donors, managing the implementation of the approved recognition plan
- Plans and manages campaign related meetings, events, and functions with the Labour Council and Union locals
- Supports United Way awareness building within the Labour Movement through customized community impact tours or speakers.
- Works to enhance and support joint union management workplace campaigns, assisting with recruitment of union members on committees and campaigns
- Participate in campaign analysis as required
- Collects union endorsements, arranges presentations by Labour Community Services Committee members to all priority workplace union locals

Organizational (10%)

- Develops critical path and list of deliverables and timelines to support annual work plan
- LCS works closely with their supervisor to report on their work plan regularly, identifying challenges or barriers and opportunities, successes
- quarterly reports to Labour Council Executive and United Way management are provided, tracking progress against work plan

Other Duties (10%)

- Other duties or tasks may be assigned based on the business needs of the organization

EDUCATION AND EXPERIENCE

Education:

- Certificate or diploma from a recognized college, or an equivalent amount of education and experience
- Labour educational courses from the CLC or any recognized Union

Experience:

- Minimum of five years' experience within the local labour movement, preferably on the executive of a local bargaining unit
- Must be a member or retiree of a union
- Experience working with organized labour, United Way and community agencies
- Background in training, facilitation or education is an asset
- Knowledge of social issues related to labour and working people
- Previous experience working with volunteers and committees

Skills & Abilities:

- Sound computer skills including: website maintenance, social media, spreadsheets, word processing, email / internet, database and / or fundraising software
- Quite well-developed analytical and reasoning skills

- Ability to understand, express and apply somewhat complex concepts and instructions of a general nature as well as limited technical / scientific / administrative concepts, methods and procedures
- Ability to use moderately complicated formulae, tables and graphs
- Strong written, verbal, interpersonal and communication skills
- Proven time management skills and ability to effectively organize work in an environment with competing work duties
- Ability to work in a flexible office environment and pay attention to detail
- A committed team player who is also able to work in a self-directed manner
- Non-traditional hours are required due to deadlines or other operational issues
- Access to adequate transportation is essential

COMPLEXITY OF DECISIONS

Typical decisions include setting own priorities and taking actions in an effort to coordinate requests made by external sources.

This role coordinates labour volunteers during events and addresses challenges as required.

Judgement may require some interpretation of variables and the situation at hand.

Support and guidance for decision making is readily available.

MANAGEMENT / SUPERVISORY AND ADVISORY RESPONSIBILITY

Direct Supervision:

- There are no direct reports for this position.

Indirect Supervision:

- There are no indirect reports for this position.

TYPE OF SUPERVISION REQUIRED / INDEPENDENCE OF ACTION

The Manager, Labour Community Services operates with a moderate independence of action and is a single contributor with expertise in the labour community and associated relationship building.

Policies and general objectives are available, however there is a requirement to show independent thinking and creativity to address tasks and work.

CONSEQUENCE OF ERROR

Typical errors may result in strained relationships with various labour partners, events or initiatives that are not planned and coordinated effectively, etc.

These may have a direct impact on the success of the Annual Campaign and may have an adverse impact on the UW KFLA's image and reputation.

CONFIDENTIALITY

The Labour Community Services Coordinator/Officer/Manager uses limited confidential information in the performance of this work. Disclosure could have a minor impact externally.

CONTACTS

Internal:

- Senior Director, Community Impact, Managers, Staff
- Nature of the contact – recommendations, approvals, collaboration, supporting initiatives, etc.

External:

- Labour Groups, Labour Council, etc.
Nature of the contact – relationship building, liaison, advisory support, reporting, etc.

PHYSICAL EFFORT

- Majority of time is spent in a comfortable position with frequent opportunity to move about
- Infrequent need to move or lift articles

PHYSICAL SKILLS

- Regular need to give close attention, hearing or seeing, to what is happening
- Requirement to work at computer, keyboarding, etc. and various events, meetings, etc.

WORKING CONDITIONS

Physical:

- Regular exposure to an office environment
- There may be moderate discomfort at times (events, initiatives)

Stress:

- Work and environment change very little over time
- Some pressure from deadlines, production quotas, accuracy or similar demands

COMPETENCIES

The United Way Worldwide has developed an extensive Competency Model Framework. The Framework supports a common set of competencies to ensure that each United Way is able to attract, grow and retain the right people who have key competencies in areas that are fundamental to our mission and strategic direction.

Specific definitions, traits and behaviours are outlined the Framework titled: United Way Worldwide Competency Models. Those specific competencies that apply this this position are:

- Mission Focused
- Relationship Oriented
- Collaborator
- Results Driven
- Brand Steward
- Strategic Community Collaborator
- Strategic Relationship Building
- Effective & Engaging Communicator
- Embracing & Managing Change