

**United Way Kingston, Frontenac, Lennox & Addington**  
**JOB DESCRIPTION**

<b>Job Title:</b>	Community Impact Associate		
<b>Reporting to:</b>	Senior Director Community Impact		
<b>Job Classification</b>	Level 1: Associate, Coordinator Range: \$34,923 - \$43,654		
<b>Department:</b>	Community Impact		
<b>Creation Date:</b>	May 2022	<b>Revision Date:</b>	

**SUMMARY**

This position supports the CEO and Senior Director Community Impact (SDCI) on coordinating and supporting committees and initiatives.

This position assists with administrative and logistical support ie coordinating meetings, taking notes, ensuring information is updated and accurately maintained at all times. The Community Impact Associate will enter data, create and update spreadsheets for various functions.

The Community Impact Associate will support Community Impact projects and initiatives as required.

This role supports the Volunteer Centre, assisting agencies with the entry of volunteer opportunities and volunteers who wish to explore volunteer openings.

**DUTIES & RESPONSIBILITIES**

Community Initiatives (25%)

- Provides support to United Way KFL&A committees and initiatives
- Coordinates meetings, agendas, taking notes at meetings, circulating these notes and other information as required
- Tracks action items
- Maintains record of correspondence, reports, meeting notes, ensuring that folders are always updated

Community Investment (25%)

- Supports SDCI with correspondence to agencies
- Assists with scheduling site visits, volunteer coordination, attendance
- Enters data into database as required
- Creates spreadsheets and reports

Project support (25%)

- Supports projects such as, but not limited to, Equity Diversity Inclusion Indigenization communities of practice, social identity data project

Volunteer Center (15%)

- Enters volunteer opportunities as required
- Distribution of information and communication with agencies and volunteers if required
- Connecting with Marketing & Communications to post opportunities on social media
- Checking messages and forwarding as required, ensuring messages are responded to within customer service guidelines

Other Duties (10%)

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

**EDUCATION AND EXPERIENCE**

Education:

- High School Diploma
- Certificate / diploma from community college is an asset

Experience:

- Administrative and database entry experience is an asset
- Experienced and proficient with Microsoft Office software, particularly Excel, Word, Outlook
- Proficiency in French is an asset
- Experience creating spreadsheets and tables

Skills & Abilities:

- Ability to multi-task and work in a fast-paced, ever-changing environment
- Great customer service skills
- Sound computer skills including spreadsheets, word processing, email / internet, database and / or fundraising software
- Developed analytical and reasoning skills
- Ability to understand, express and apply concepts and instructions of a general nature as well as somewhat 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 rarely required

**COMPLEXITY OF DECISIONS**

Typical decisions include setting own priorities and taking actions in an effort to coordinate

requests made by external sources. Addresses internal inquiries regularly.  
 This role coordinates requests from external sources to appropriate decision maker.  
 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 Community Impact Associate operates with limited independence of action and works under general supervision. Methods and procedures are available however questions dealing with unusual matters are referred to supervisor(s).

**CONSEQUENCE OF ERROR**

Typical errors may result in strained relationships with various donors and volunteers, events or initiatives that are not implemented effectively, etc. These errors are most often detected before they are communicated externally and may result in lost time.

These may have a limited impact on the UW KFLA's image and reputation.

**CONFIDENTIALITY**

The Community Impact Associate uses limited confidential information in the performance of this work. Disclosure could have a moderate impact externally.

**CONTACTS**

Internal:

- President & CEO, Corporate Services, Senior Director, Community Impact
- Community Investment staff, Marketing & Communications staff
- Nature of the Contact – supporting initiatives, meetings, reports, updates, etc.

External:

- Volunteers, Agencies
- Nature of the Contact – supporting initiatives, liaison, information sharing, 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 meetings, etc.

### **WORKING CONDITIONS**

#### Physical:

- Located in a comfortable indoor area
- Unpleasant conditions are infrequent and very mild

#### Stress:

- Work and environment change very little over time
- Some modest pressure from deadlines or other productivity standards

### **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 in the Framework titled: United Way Worldwide Competency Models. Those specific competencies that apply to this position are:

- Mission focused
- Relationship oriented
- Collaborator
- Results driven
- Brand steward