



Job Specification

Position Title: COMMUNITY DEVELOPMENT OFFICER 3
Job Code: OPSEU - Community Development Officer 3, 5513
Job ID: 36010

Purpose of Position:

To undertake community development and organizational development activities that include the provision of consultative advice, information and resource support regarding the programs and services of the Ministry, and of other Ministries and other levels of government and to provide specialized consultation in such areas as: coalition building, sector partnerships, training and education to a range of client communities and groups in the region in order to facilitate and promote community capacity building, community development and community economic development, organizational development, social development, volunteer development and organizational/social changes.

Duties/Responsibilities:

Position works within the Regional Services Branch, responsible for fully integrated cultural, sport, recreation and citizenship programs and services. Job requires: 1. Initiating opportunities to proactively provide clients with consulting, access and information regarding ministry programs and services, and to equip communities and organizations with the knowledge and skills to increase the community's social and economic quality of life and their ability to be self sustaining, and more competitive, innovative and effective. 2. Providing specialist community development, economic development and capacity building consulting services to community and regional based organizations. Municipalities and First Nations to promote, enable and facilitate community/organizational changes and to effectively respond to community based issues, challenges and conflicts; developing training programs/workshops and resource materials; leading and facilitating external and internal project teams, group meetings, training workshops, strategic processes (e.g. community planning, operational reviews, needs assessments, strategic planning) and presentations. Promoting and marketing government programs, providing guidance to clients in developing proposals and business cases, evaluating submissions and undertaking evaluation/analysis, developing options, project monitoring and post-project evaluations. 3. Providing information and advice regarding the availability and access to Ministry, inter-ministerial and other levels of government financial assistance grants (e.g. Rural Job Strategy, NOHFC, Trillium, Ministry of Economic Development, Trade and Tourism) including: guidelines, criteria, eligibility and application processes and resource tools; providing value added consultation and support throughout the proposal development process; evaluating project requests; prioritizing projects recommending approval/rejects and the nature, level and extent of financing and maintaining project and performance measurement statistics, monitoring projects and maintaining transfer payment audit files to prescribed standards. 4. Acting as the local ministry representative information resource/advisor and expert to respond to queries/concerns from the community, other ministries and levels of government including First Nations and the media regarding interpretation of legislation, access to programs and services; facilitating linkages and referrals to other public and private sources, providing value added participation on community based committees/groups and associations, (e.g. National, Provincial and Regional Games, provincial and regional conferences, training sessions). Organizing and co-ordinating Ministry led events e.g. local consultations, tours by Minister and senior staff and Ministry announcements. 5. Providing input and assistance on ministry policy and program planning, and development, and as the local Ministry representative, provide input and assistance to the development of policies and programs within other ministries and/or levels of government. 6. Participating in Ministry area business and operational planning and district office administration within the broad framework of the government and Ministry strategic objectives and priorities; administering assigned budget; assisting in development of technology, tools and prototypes for use by clients; leading and participating in regional and provincial projects; working with colleagues to oversee district office financial and administrative activities (e.g. budget, facilities, office functions) and providing field intelligence (e.g. environmental scans, community profiles and briefing notes) to the Ministry/management regarding community issues and concerns. 7. Carrying out regulatory responsibilities (e.g. by-law review and authorization, disposal of assets under the ministry transfer payment terms and conditions) and providing assistance to identify and protect citizenship, cultural and recreational interests in proposed development, e.g. municipal restructuring and amalgamations and land use planning.

Knowledge:

Job requires knowledge of community, economic and organization development theory, principles, framework models and change strategies to provide consultation and support services to assigned client communities and organizations; Job requires knowledge of the history, structure and dynamics of geographic, social and economic communities in assigned Area; knowledge of the operations and practices of volunteer based organizations, the volunteer sector, municipalities, First Nations and the private sector; knowledge of key community issues to advise clients and ministry management on strategies for community and organizational development, resolution of area issues, to recommend ways to increase resources and partnerships among community agencies and organizations; and to identify operational practices to enhance operations. Job requires knowledge of legislation, policies, procedures and funding approval processes of Ministry and government programs, to provide consultative services, interpretation, and information regarding the availability and relevance of initiatives. Job requires knowledge of business planning, operational planning, strategic planning, fundraising, revenue generation, volunteer management, marketing and policy development to assist clients in developing strong, self sufficient and self reliant organizations, focused on their core businesses. Job requires knowledge of operations of organizations and facilities within the various Ministry sectors, to address their specific issues and concerns and to provide consultative advice regarding organizational development and facility management for these sectors. Job requires knowledge of program design, development, implementation and evaluation techniques as they relate to community development programs, to provide advice to community groups, agencies and organizations, and to facilitate organizational and social change. Job requires knowledge of research and planning methods to identify community needs and trends and to analyse the potential impact of trends and to develop appropriate community strategies. Job requires knowledge of customer service strategies, tools, techniques and evaluation mechanism to provide effective service to a diverse client group. Job requires knowledge of project planning and management methodology and processes to co-ordinate and lead projects including capital construction projects. Job requires knowledge of training techniques and principles to develop and deliver a range of workshops, training and information sessions and to develop tools and techniques to assist clients. Job requires knowledge of financial analysis, accounting principles, budgeting, financial management, performance indicators and standards, and grants administration policies and processes to provide information regarding grant programs, and to assess, recommend and evaluate financial assistance submissions within audit and accountability standards. Job requires knowledge of office administration procedures and processes to participate in field office administration including budgets, facilities, and office functions such as file management, mail, purolator and information referrals. Job requires knowledge of computer information management programs and software operations to prepare own materials and utilize database systems for file management and for client service purposes. (e.g. Internet, CGMS). Job requires general knowledge of programs of other levels of governments and other sources of private and public funding as they relate to the ministry mandate to work effectively in the public sector environment.

Staffing and Licensing Requirements:

Job requires Valid Ontario drivers licence in order to drive to meetings and project sites throughout Ontario.

Skills:

Job requires analytical and evaluative skills to assess clients` needs in the areas of coalition building, sector partnerships, training, community, volunteer and social development and organizational and social changes and to determine opportunities (e.g. program development, linkages, partnerships, other resources and programs) which will assist in community and economic development. Job requires analytical and problem solving skills to conduct environmental scans, identify, research and assess client needs and develop appropriate strategies (e.g. training, partnership development, strategic funding assistance, and strategic development) for their resolution. Job requires problem solving, dispute resolution and negotiation skills to facilitate the process of problem solving and conflict resolution while leading and facilitating project teams, group meetings, training workshops and presentations. Job requires problem solving skills to foster coalition building among clients in order to address community issues and facilitate change. Job requires researching skills to conduct reviews on sector/industry norms, area studies, evaluating program needs and determining viability of existing and potential ventures. Job requires analytical skills to interpret and apply legislation in response to queries and to provide information on ministry`s community based direction, agenda and related programs and services. Job requires evaluating skills to assess project proposals against financial, economic, strategic and legal considerations and audit standards as well as potential economic and voluntary benefits/impact to community/industry. Job requires diagnostic skills to determine appropriate course of action and to analyze the most beneficial approach to complex situations. Job requires oral communication skills to: provide clients with information and advice regarding ministry programs and services, to provide explanation regarding the interpretation, intent and application of legislative authorities and grants program policies. Job requires oral and written communication skills to develop and deliver presentation and training materials and programs including the design/production of resource materials, workbooks, manuals and handouts. Job requires written communication skills to prepare issue papers, briefing materials, tour/event profiles and correspondence for use by senior executives as well as the identification of emerging issues at the local and regional level. Job requires interpersonal skills to act as

a local ministry representative, respond to media inquiries, negotiate project terms and conditions, legal agreements, timelines and changes to contracts regarding funding agreements with community agencies; facilitate and promote co-operation and joint action among community groups and services; and encourage support for changes in ministry program objectives and delivery of services. Job requires communication skills to relate effectively with a wide range of clients who function at varying levels of development and organizational maturity. Job requires planning and co-ordinating own activities to ensure that consultative services are delivered to a broad targeted range of client communities and groups within the mandate of the Ministry, in an assigned district of the province in order to meet Ministry business plan objectives. Job requires, as a mobile consultant to co-ordinate own administrative tasks (e.g. file management, own budget). Job requires planning and co-ordinating processes (e.g. needs assessments, operational reviews) including leading projects which will develop and facilitate linkages and referrals to other sources in order to respond to client needs and to bring groups in the public and private sector together for partnerships, network building and joint project initiatives aimed at benefiting the community. Job requires organizing tours and preparing detailed tour books for visits to the area by the Minister, Parliamentary Assistant, Deputy Minister and Assistant Deputy Minister. Job requires conducting environmental scans and the application of SWOT analysis planning techniques. Job requires planning, development, execution and evaluation of internal projects and/or committees as required to meet local, regional and ministry objectives. Job requires developing own area and planning and co-ordinating concurrent projects and leading project teams.

Freedom of Action:

Job requires working within legislation, policies, procedures and funding approval processes of ministry/government programs. Job requires making decisions in the application and interpretation of legislation, policies, procedures and funding approval processes related to the delivery of ministry/government programs to specific clients. Job requires latitude in decision making by: providing advice and consultation on principles of community development and organizational change, and in development, implementation and evaluation of community planning and organizational development programs, initiatives and processes, and determining the appropriate nature and level of support. Job requires determining optimum methods to initiate and facilitate linkages to increase community's social and economic quality of life and to promote the government agenda for economic growth. Job requires developing technology, tools and prototypes, resource materials to assist clients and in initiating policy recommendations. Job requires providing expertise and advice on potential financing of project proposals/ideas, project viability, community needs, development of proposals and opportunities for partnerships. Job exercises freedom in determining whether ministry should support projects and in recommending nature, level and extent of financing and in carrying out the regulatory responsibilities e.g. Community Recreation Centres Act. Job requires managing relationships and accountability with clients on an ongoing basis determining the nature and extent of the relationship and by determining individual client level of services and timely interventions. Job requires determining appropriate courses of action with clients. Job requires providing leadership and ideas that challenge the status quo to improve organizational effectiveness service to the public i.e. innovative use of technology. Work is reviewed by Area Manager through regular updates and progress reports on activities within area. Issues such as new trends in community requirements not covered by existing policy, problems with conflicting requirements between agencies/groups are managed in consultation with the Area Manager. Job requires working independently using judgement and discretion on the prioritization of work activities and determining the most efficient and effective utilization of working hours by meeting deadlines, developing individual workplans and program delivery strategies.