

***Our Vision, Mission & Values:***

Vision: A diverse society that celebrates sexuality throughout life

Mission: Promoting sexual health through education

Values:

Community – working collaboratively, listening and learning

Anti-Oppression – prioritizing equity, accessibility and decolonization

Learning – promoting equitable access, increasing capacity and honouring community knowledge

Advocacy – calling for bold and revolutionary action to pursue rights, access and choice in community

Access – removing barriers and increasing access to sexual and reproductive choice

**Position:** Program Coordinator

**Classification:** Health Promotion Coordinator

**Position Reports to:** Program Manager or Director

**Position Summary:** This position is responsible for the development, planning, and coordination of programs and projects, on sexuality and reproductive health related issues. The Program Coordinator coordinates program intake, liaises with partners and community, and supports programming and program reporting. The Program Coordinator will also be able to fulfill the duties of a Sexuality & Reproductive Health Facilitator. The Program Coordinator is a member of the SERC leadership team and works closely with coordinators, managers, directors and staff to identify priority populations and implement agency goals using appropriate community development models.

### QUALIFICATIONS

- Supportive of SERC's Vision, Mission and Values
- Post-secondary degree plus two years' experience in the last 5 years in the area of sexual health education, health, social services, or related fields, or equivalent experience
- At least two years' experience in the last 5 years in program development, delivery, coordination, and leadership
- Excellent knowledge of sexuality and reproductive health issues; harm reduction principles, anti-oppressive and decolonizing practices
- Experience working in a cross-cultural context
- Excellent problem solving and team building skills
- Excellent oral and written communication skills
- Computer literacy in current software and online statistical and video platforms
- Expertise in areas of focus for assigned program/projects
- Valid Manitoba driver's license and access to a vehicle and asset

### JOB DESCRIPTION

- Assess community needs and trends, and develop strategies for program and policy development
- Coordinate program intake for Winnipeg and Brandon office
- Design and implementation of projects and/or programs
- Contribute to fund development planning and activities
- Provide consultation to staff on program development, implementation, and delivery
- Problem-solve general operational and staffing issues as they arise and request support from management as required
- Participate and take leadership in the agency communication strategies as assigned
- Participate and collaborate on program and project evaluations and assessments
- Participate in staff workplan creation and monitoring with program manager(s)
- Participate in onboarding, training and ongoing support of program staff
- Participate in and chairs internal meetings and committees
- Provide information, referral and consultation services to partners and community
- Identify resource needs/gaps in the agency and in the community

- Presentation of SERC programs/projects as required (e.g. conferences and networks)
- Plan, coordinate, and implement educational events
- Attend educational and promotional events
- Participate in inter-agency networks and committees
- Establish and maintain relationships with community partners to collaborate and further organizational goals
- Promote SERC programs and mandate in community
- Provide workshop and session facilitation on a variety of topics related to sexual and reproductive health
- Perform general administrative duties that support programming including:
  - Information management
  - Staff and program meeting participation
  - Monitoring of program deliverables

### CORE COMPETENCIES

#### **Client Service**

*Delivers excellent client-centred service.*

- Demonstrates in-depth understanding of diverse client needs and circumstances
- Provides attentive and supportive service to address client needs
- Follows-up to evaluate client service, needs and requirements and makes adjustments as required
- Provides guidance and feedback on client service policies and protocols
- Sets and oversees the work environment for client service excellence

#### **Teamwork**

*Works effectively with diverse individuals, groups and communities, and builds collaborative partnerships and relationships*

- Is accessible and supportive to team members
- Adapts leadership style to meet the diverse and cultural needs of others
- Identifies beneficial partnerships and builds new relationships effectively
- Creates and works to support a work environment for effective teamwork and collaboration
- Works effectively in conflict situations to achieve a mutually beneficial result
- Identifies conflict areas and mediates as necessary for resolution

## POSITION DESCRIPTION

- Builds a positive and inspiring work environment

### Communication

*Effectively exchanges information and ideas to inform, educate, influence or advocate*

- Demonstrates active listening to others to ensure understanding
- Adjusts tone and messages depending on audience needs
- Influences and/or advocates for a person or cause in an effective manner
- Fosters an environment that promotes effective and respectful interactions
- Communicates honestly, respectfully and constructively in situations that may be tense and is aware of and minimizes the impact of a real or perceived power imbalance and impact on others
- Ensures confidential information is maintained by self and team; identifies risks to directors.

### Planning and Organizing

*Effectively plans, prioritizes, organizes and implements required actions and resources to maximize outcomes*

- Creates plans and coordinates projects, programs and tasks involving diverse skill sets
- Ensures program goals and employee actions align with and support the organization's vision, mission and strategic goals
- Monitors plans, expenditures and resource requirements and makes appropriate modifications and recommendations
- Advises Executive Directors of risks in a timely manner to take proactive action

### Analysis, Problem Solving and Evaluation

*Effectively analyzes, assesses and applies information to facilitate appropriate solutions and effective decisions*

- Identifies and critically analyses options to address needs and determine appropriate actions
- Makes effective decisions based on assessment and evaluation
- Provides solutions or resources to implement action plans for difficult/crisis situations
- Delegates decision making down to appropriate level if needed
- Builds support from stakeholders impacted by actions or decisions
- Evaluates actions, solutions and decisions once implemented and makes future adjustments as required

## POSITION DESCRIPTION

### Leadership

*Demonstrates skills and expertise to contribute to business results effectively and with integrity*

- Holds self and others responsible for fulfilling work commitments
- Ensures accuracy, high standards and accountability for own work results and team
- Responds efficiently and effectively to staffing issues within the scope of their role
- Fosters an environment that encourages others to share ideas
- Challenges assumptions and status quo thinking in self and others
- Is recognized as a change agent and helps others adapt to change effectively
- Provides timely and constructive feedback to others for development within the scope of their role
- Accepts feedback from others and acts on information
- Develops self and supports others to develop skills and experience

### PHYSICAL DEMANDS/WORKING CONDITIONS

- Work environment consists of an office building with individual work spaces, and working in the community
- The work environment will also include group settings of 10 to 30 people
- Frequent interruptions
- Prolonged physical activity of sitting and standing
- May be required to move items weighing up to 12kg
- May encounter aggressive and/or agitated clients/visitors
- May be required to work a variety of shifts including evenings and weekends
- May be required to travel throughout the province of Manitoba

Employee Name \_\_\_\_\_ Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Co-Executive Director Name \_\_\_\_\_ Co-Executive Director Signature \_\_\_\_\_ Date \_\_\_\_\_