



Feeding hope. Changing lives.

Coordinator, Growth & Evaluation Job Description

Department: Community Engagement & Social Enterprise (CESE)
Branch: Social Enterprise
Location: 601 East Hastings, Vancouver
Reports to: Manager, Community Engagement & Social Enterprise (MCESE)

Job Summary:

The Coordinator, Growth and Evaluation has an entrepreneurial spirit and desire to train and empower those who are at risk of homelessness, poverty, and addiction. At the direction of the Manager, Community Engagement and Social Enterprise (MCESE), the Coordinator, Growth and Evaluation is a connector and networker who brings together internal and external stakeholders to realize the successful start-up and incubation of early-stage development of new and existing UGM social enterprises. Vital to this role is an ability to evaluate the performance and financial viability of current and future social enterprise opportunities utilizing qualitative and quantitative measurements of success to ensure UGM social enterprises are meeting achieving UGM's mission to help transform communities one life at a time.

Main Duties and Responsibilities:

Social Enterprise Growth and Project Coordination

- With direction from the MCESE, execute and oversee the planning, organization, and coordination all phases of a SE growth.
- Ensure socially and fiscally successful start-up and early-stage success of new social enterprise opportunities.
- Conceptualize, finalize and maintain business plans, project plans, project schedules, team goals, success criteria, project milestones, and budgets.
- Liaise internally with staff at all levels for cross-departmental success, particularly other individuals and teams in SE, Corporate Giving (for relationships with donors of gifts-in-kind), Creative Services (for creative content), Strategy and Direct Marketing (for marketing), and Community Engagement.
- Working with professional experts as required, assist with due diligence on all legal, real estate, architectural, suitability issues related to SE expansion.
- Advise on the development of an annual operating plan for the CESE team.
- Within the scope of the annual operating plan, work with the MCESE in designing, developing and implementing new social enterprises that provide opportunities for guests or community members within UGM's continuum of care and/or generate revenue.
- Define and implement goals while maintaining scope, budget and schedule.
- Develop necessary operational structures and systems, including full business plans, to support the launch of new social enterprises.
- Identify and develop partnerships with other businesses and organizations who can support the development of UGM SE.
- Work with the MCESE to identify and secure funding from external agencies directly related to UGM SE.
- Develop knowledge and information about competitor activity, pricing, and tactics, and develop and implement plans for success in the marketplace.

- Obtain product and develop vendor and business relationships for Social Enterprise expansion as needed (e.g. point of sale systems, display fixtures).
- Consider racial, ethnic, cultural, and socioeconomic factors in designing new social enterprise opportunities.
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Evaluation & Planning

- Working collaboratively with the MCESE, to evaluate the objectives for SE expansion projects.
- Explore and potentially implement tools to track and present the impact and continuous improvement of UGM's current and future social enterprises.
- Monitor and evaluate key performance indicators; follow up accordingly. Deliver timely Key Performance Indicator reports to the MCESE, working directly with CESE supervisors or designates.
- Coordinate a collaborative process to determine benchmarks and objectives, with focus on supporting and inspiring CESE staff.
- Clearly visualize and “translate” data from new and existing social enterprises, including an effective blend of qualitative and quantitative measurements.

General

- Participate in staff meetings, training, and development opportunities.
- Adhere to all UGM published policies, practices and procedures, including Health and Safety.
- Perform other duties as required.

Knowledge, Skills and Abilities:

- Post-secondary education is a blend of business and social service.
- Minimum 3+ years of related work experience.
- Consideration may be given to alternate combinations of lived experience and education.
- Support UGM's Mission Statement (see www.ugm.ca) and Statement of Faith.
- Experience working for a social enterprise or social service provider, including some coordinating or project management responsibilities, is preferred.
- A passion for caring for those who have barriers to employment, particularly barriers related to poverty, homelessness, and addiction. Experience working with people with barriers to employment and a track record of helping them to succeed.
- Good knowledge of poverty and addiction issues and disorders.
- Ability to maintain a high level of confidentiality within the organization and its clientele.
- Ability to identify and solve problems and follow through on initiatives.
- Strong interpersonal skills, including the ability to organize, interact, influence, and negotiate effectively with management, external parties, and peers.
- Strong Emotional Intelligence skills, such as interpersonal sensitivity and tact, influence, and negotiation ability with management and staff.
- Good English skills (verbal, reading and writing).
- Intermediate to advanced computer skills (Excel, Word and Outlook).
- Valid Class 5 drivers' license required.

Behavioural Competencies:

- **Christ-likeness (Level 1)**
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Interpersonal Rapport / Savvy (Level 2)**
Establish and maintain relationships with others based on mutual respect, trust, sensitivity, transparency, empathy, compassion, tact, and diplomacy.
- **Client-Centred Change (Level 2)**
Enhance, facilitate, support, empower, and increase client motivation for positive change by actively involving and encouraging the client.
- **Collaboration and Network Building (Level 3)**

Identify and create external and interdepartmental interdisciplinary networks to support service delivery and achieve organizational objectives.

- **Delivering Results (Level 3)**
Remain self-motivated and focused until the best possible results are achieved, with passion and persistence despite obstacles, resistance, and setbacks.
- **Leadership (Level 2)**
Help others achieve excellent results and create enthusiasm for a shared vision and mission, despite critical debate and adversity.
- **Self-Care (Level 2)**
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.
- **Teamwork & Cooperation (Level 3)**
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

Working Conditions:

- **Work Location**
Work is generally performed indoors within an office or retail environment, with standard office equipment available. Occasionally, you will be required to travel to different municipalities within the Lower Mainland. Work from home options are also available.
- **Physical Requirements**
Work is generally sedentary in nature, but may require standing, walking or reaching for up to 30% of the time. Employee is required to look at a computer screen and use a keyboard up to 70% of the time.
- **Work Conditions**
This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work**
This position works a day shift. Some weekend or evening work may be required. Moderate overtime may be required. Work on statutory holidays may be required.
- **Hazards**
Hazards are considered minor and controllable.
- **Other**
Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must provide a Driver's Abstract.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

Employee's Signature: _____

Name: _____ **Date:** _____

Supervisor's Signature: _____

Name: _____ **Date:** _____