

Employment Opportunity - Posting The Salvation Army – BC Division



Giving
Hope
Today

Job Title:	Community Engagement/ Resource Manager	Competition #:	
Ministry Unit/Dept:	Alberni Valley	Status:	Permanent Full-Time
Salary Range:	\$24.43 - \$30.53	Date Posted:	February 10, 2025
Address:	4835 Argyle St, Port Alberni, BC	Posting Expires:	When filled

Applications Accepted By:

E-mail: michael.ramsay@salvationarmy.ca

Attention:

Please no phone calls.

Position available immediately

MISSION AND VALUES:

The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.

Mission Statement

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Core Values

The Salvation Army Canada and Bermuda has four core values:

Hope: We give hope through the power of the gospel of Jesus Christ.

Service: We reach out to support others without discrimination.

Dignity: We respect and value each other, recognizing everyone’s worth.

Stewardship: We responsibly manage the resources entrusted to us.

JOB DESCRIPTION:

PURPOSE: The Community Engagement/Resource Manager (CERM) provides leadership by overseeing all community engagement initiatives and special events, providing oversight to volunteer coordination for the Ministry Unit, and by directing and supervising mission partners in the Community/Family Services and Food Bank operations. The CERM ensures CFS and Food Bank services operate effectively, meet the needs of clients/guests, and run in accordance with government contractual agreements and Salvation Army standards. The CERM will reflect and apply the general philosophies and policies of Alberni Valley Ministries to staff, clients/guests, donors, visitors, and other agencies. The CERM will work with the leadership team to ensure that Alberni Valley Ministries delivers safe, relevant programs that promote the dignity and respect of the people we serve.

RESPONSIBILITIES:**CFS / Food Bank Management**

- Directs all aspects of Community Family Services operations, including the Food Bank, in accordance with the mission and values of The Salvation Army
- Ensures required Program Plans are in place and are continually evaluated and modified to ensure ongoing mission impact
- Plans, develops, maintains and monitors all aspects of the programs' holistic service delivery and administrative systems; implements new programs to meet changing needs
- Makes sound decisions according to importance, urgency and risks, and that are in the best interests of the organization.
- Maintains the Food Bank's inventory control system and trouble-shoots as supplies get low, seeking community support through food drives, etc.
- Develops, streamlines and oversees protocols and day-to-day operating procedures for all areas of CFS/Food Bank program operations in compliance with contract partners requirements and The Salvation Army's Territorial Standards of Excellence
- Hires, orients, trains, evaluates, and supervises employees (Drivers, Intake Workers, Janitor, Seasonal Workers) in consultation with Corps Officer and Business Manager; ensures staff fulfill their duties in full compliance with health and safety standards; deals with complaints/grievances; meets regularly with mission partners one-on-one for effective performance management.
- Ensures needed CFS/Food Bank volunteers are recruited, oriented, trained and supervised effectively.
- Works in collaboration with the Shelter Manager and Kitchen Manager to ensure food items are shared, as appropriate, to meet the needs of all SA food insecurity programs and to minimize purchases.
- Provides high-level oversight to the Christmas Kettle Campaign; supervises the seasonal Kettle Coordinator, develops a strong plan, and ensures solid implementation so that annual fundraising goals are met.
- Supports budget planning for CFS and Food Bank.
- Ensures compliance with the approved budget; may authorize program expenditures up to a pre-determined amount.
- Develops and maintains strong community partnerships in support of the Food Bank (ie. grocers and other donors); fosters strong donor relations in support of the MU.
- Oversees and checks the maintenance and care of program facilities, including equipment, furnishings, fleet vehicles; ensures compliance with all licensing standards including fire, water, health and safety, etc.; reports any significant property/equipment issues to the Business Manager for follow-through
- Prepares operational reports for the leadership team as requested; develops and seeks approval for policies and procedures and quality assurance standards for the programs supervised.
- Supports Pathway of Hope casework by assisting the Caseworker in identifying potential clients and encouraging their engagement and goal accomplishment.
- Ensures chaplaincy services are consistently available to CFS and Food Bank guests seeking spiritual support and guidance.
- Creates a safe, welcoming, and calm environment for everyone entering the facility.
- Oversees and approves accurate completion and submission of employee timesheets.
- Performs other duties as assigned.

Community Engagement

- In collaboration with leadership team members, gives direct oversight to The Salvation Army's community events (ie. Christmas in the Valley Kettle Kick-Off, Food Drives, Toy Drives); effectively plans and executes all aspects of these events.

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- Supports the ongoing telling of The Salvation Army Alberni Valley Ministries' "story" within community by forming strong partnerships with external groups organizing and executing events (ie Bikers Toy Run, Downtown BIA Events, Volunteer Fairs, etc.); gives direct oversight to TSA's place/involvement in these events; involves other team members in planning as appropriate.
- Identifies new local community engagement initiatives that fit with Salvation Army mission and values and secures leadership team approval for our involvement; works in collaboration with external event organizers to offer SA supports that will be meaningful and will support their goals/objectives for the events.
- Secures, trains, schedules and orients volunteers needed for each community event (internal and external), with support from leadership team.
- Under the guidance of the Corps Officers, gives oversight to on-line communication tools (website, social media pages, etc.); utilizes them effectively to tell our story, promote community events and fundraisers, support volunteer recruitment and bless the community with uplifting messaging

Volunteer Coordination:

- Work in conjunction with and in support of the leadership team to define, promote, and manage volunteer opportunities both for year-round program needs and for seasonal operations.
- Ensure volunteer practices, policies and procedures are in line with Territorial standards, mission, vision and values.
- Develop and secure leadership team approval for new or changed volunteer management policies and procedures for the Ministry Unit.
- Develop creative and engaging volunteer postings for social media (Facebook, Instagram, TikTok, etc.)
- On behalf of the Ministry Unit, engage in appropriate community volunteer fairs.
- Recruit, screen, register & orient appropriate volunteers to fill positions in line with their interests, skills, abilities and passions.
- Develop beneficial partnerships with local service clubs, schools, seniors homes, etc. for the purpose of promoting our volunteer needs and attracting new volunteers (individuals and groups)
- Process necessary paperwork, including Criminal Record Checks and volunteer agreement packages.
- Support volunteers as they seek to complete required internal on-line courses (ie. Praesidium)
- Deploy volunteers to positions relevant to their interests and skills, ensuring program supervisors provide necessary training and orientation.
- As requested by leadership team members, formally schedule volunteers where appropriate
- Keep thorough records of volunteer information and hours of service for statistical purposes.
- Support other supervisors in their performance management initiatives with volunteers.
- Organize and execute annual volunteer appreciation events for the Ministry Unit, with the support of the leadership team; supplement this with sporadic volunteer appreciation practices (thank you cards, etc.)

Leadership Responsibilities

- Serves as an active, contributing member of the Ministry Unit's leadership team supporting broad mission impact in all areas of ministry (Church, Thrift Store, CFS, Food Bank, Shelter and Meal Center).
- May represent The Salvation Army Alberni Valley Ministries on community working groups/task forces address issues relating to homelessness, poverty, food insecurity.
- Works cooperatively and effectively with others to set goals, solve problems, and make decisions that enhance organizational effectiveness.
- Demonstrates a willingness to be flexible in a changing work environment while maintaining program objectives, effectiveness and efficiency.

Team Management

- Recruits, trains, orients, schedules and supervises mission partners in their areas of oversight (CFS/Food Bank and Kettle Coordinator).
- Consults with Business Manager, Corps Officer and THQ HR on hiring and disciplinary procedures.

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QUALIFICATIONS AND EDUCATION REQUIREMENTS:

Education, Qualifications and Certifications:

- Completion of a formal post-secondary/college diploma program of 2-3 academic years in a social service or related field.
- Bachelor's degree in a social service field is a strong asset
- Some training/knowledge related to budget development and supervision/leadership.
- Some training/knowledge in conflict management, addictions and mental health.
- Must pass criminal record check (vulnerable sector)
- Must possess a valid class 5 Driver's License and clean driving abstract are an asset.
- Must possess and maintain an active valid Occupational First Aid Certificate.

Experience and Skilled Knowledge Requirements

- At least three (3) years of progressively responsible, professional level experience in a social services environment working in a diverse community and with marginalized individuals struggling with poverty and food insecurity
- Minimum 2 years working in a management capacity. Experience in volunteer coordination preferred.
- Strong administrative skills are required.

Skills and Capabilities:

- Extensive knowledge of the local community and available local resources / social service sector.
- Demonstrated cultural competency working with the Indigenous community and with Indigenous service agencies.
- Proven flexibility and creativity.
- Excellent oral and written communication skills.
- Good conflict resolution and problem-solving skills.

NOTE: An alternative level of education and experience may be acceptable.

Successful candidates, prior to hiring, may be required to provide:

- Background check consent
- A clear vulnerable sector screening

HOURS: 35 hours per week; position may require some weekend/evening work on occasion

The Salvation Army will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements.

We thank all applicants, however, only those candidates to be interviewed will be contacted.

Internal Applicants, please advise your managing supervisor of your intentions prior to submitting your application.



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