

# Flourish with Carya



## Manager of Community and Innovation

Since 1910, Carya has been responding to the evolving social needs of the Calgary community.

Today, Carya impacts the lives of thousands of Calgarians through a range of comprehensive, barrier-free programs and services that enhance mental well-being, strengthen families, improve living conditions, and create meaningful social connections. We walk alongside our community, nurturing the unique strengths, abilities, and talents that individuals, families, and communities already possess to overcome adversity and build strong foundations for their futures.

### ABOUT THE ROLE

**Locations:** Village Commons, 610 8 Ave SE, Calgary, AB

**Salary:** \$81,600 - \$99,000

**Full Time Regular:** 37.5 hours per week

The **Manager of the Community and Innovation** portfolio is responsible for Village Commons partnerships, operations, and community activations in East Village. This includes developing food programs, overseeing the Community Development Learning Initiative, and implementing the Connected Communities Asset-Based Community Development project. This portfolio promotes a welcoming and inclusive community hub that supports residents in increasing community participation and fostering a sense of belonging. It facilitates connections among neighbors and provides services and support to address emerging community needs.

### WHO YOU ARE

- A proactive self-starter who likes to get creative and support on diverse deliverables.
- An organized and critical thinker who can visualize organizational goals and progress towards them.
- A creative collaborator who values professional relationships, belonging, kindness and diverse perspectives.

### WHAT YOU WILL DO

#### Leadership

- As part of the Impact Leadership Team, model a culture of collaboration and innovation.
- Demonstrate emotional intelligence while building and maintaining strong working relationships with both internal and external stakeholders.
- Provide strong leadership and cultivate a culture that is in alignment with the values of Carya: Respect, Kindness, Creativity, Collaboration, Belonging and Wellness.
- Build a team atmosphere that motivates staff to create, experiment, collaborate and learn within the context of providing safe and competent services.
- Consult with supervisors and staff on ethical and practice issues arising in programs.
- Understand the overall strategy, goals and operational context of the agency and actively promote and communicate them to internal and external stakeholders.
- Accomplish assigned impact objectives and activities to support the annual operational plan.
- Updates sector and leadership expertise through professional development, remaining current in sectoral information and innovations and maintaining professional registration where required.

#### Strategy

- Participate in the development and implementation of the strategic direction for Carya's impact portfolios with specific responsibility for the impact programs under your management.
- Be a resource to staff and management on current research, trends, skills and approaches relevant to impact programs in your portfolio.



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- Demonstrate a balanced and informed understanding of agency, staff, and community concerns to support quality programming and policy decisions.
- Identify emerging program, community and client/participant challenges and recommend appropriate changes or approaches to address these challenges.
- Create, implement and monitor annual plans for programs and projects under your management.
- Remain informed of population trends, programs, and community partner needs, sharing relevant information as appropriate.
- Navigate and execute organizational and/or departmental changes through effective planning, coordination and communications.

## Delivery of Quality Human Services

- Lead and motivate program teams to achieve the outcomes outlined in program evaluation frameworks and funding agreements in alignment with Carya's policies, strategic direction, vision, mission and values.
- Develop a yearly training plan for the department and actively seek professional development opportunities that align with program and agency priorities.
- Oversee the effective utilization of appropriate technology and software for the purpose of service delivery, outcome measurement and safety monitoring.
- Work with the Chief Strategy and Impact Officer to recognize and implement program initiatives and changes to ensure that service delivery is effective, creates desired outcomes and achieves service targets.
- Ensure that program output and evaluation data is reviewed annually and informs activities related to program delivery, changes or new initiatives.
- Participate in the development, measurement and collection of program and funder outcomes.
- Identify and follow funding requirements and implement systems to accurately collect information needed to measure outcomes for programs under your management.
- Address client concerns in a professional and timely manner and in accordance with Carya's client complaint policies and procedures.
- Ensure program staff maintain proper records as required by the agency, program standards and funder.
- Proactively track operational activities to support the achievement of annual operating plans and Carya's Strategic Plan.
- Work with the Impact and Evaluation Team to review and update evaluation frameworks and manage funder reporting requirements.
- Perform research and contribute to the development of Carya policies, practices, and procedures related to program delivery.
- Ensure that staff have the resources they need to complete their work in an optimal manner.

## Partnership

- Maintain positive relationships with Carya partners and provides advice, information and support as needed to meet partnership goals.
- Engage funders, potential partners and volunteers in collaborative ventures that are integrative, cost effective and highly responsive to participant/client needs.
- Work with the Chief Strategy and Impact Officer to develop and execute partnership Memorandums of Understanding and other partnership agreements as needed.
- Build mutually beneficial relationships with local agencies, community associations and organizations to support the delivery of quality human services at Carya.
- Represent Carya in a professional manner at community events and gatherings, as well as committees and roundtables with a focus on seeking out opportunities for collaboration and increased impact.
- Serve as the point of contact for community partner inquiries within your portfolio.



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## Administration

- Provide regular supervision to direct reports including oversight, consultation and performance management.
- Oversee contractual arrangements with employees in the department.
- Implement fair and consistent personnel practices in the department and ensure that they reflect the policies and procedures of the agency.
- Participate as needed in the recruitment and orientation of new staff into your portfolio of programs and services.
- Assign responsibilities to staff that ensure the best utilization of their skills and monitor that expectations are being met.
- Assist the Chief Strategy and Impact Officer in the preparation of departmental budgets.
- Accurately track program expenses and keep spending on target, communicating any differentials from budget expectations in a timely manner.
- Anticipate program needs so that new program budgets accurately reflect on a yearly basis the requirements of the service.
- Ensure all programs are fiscally responsible, avoiding unnecessary expenditures.
- Keep current knowledge of agency policy and procedures and provide oversight that they are followed across the teams under your management.
- Participate in organizational decision making and communicate any changes to staff in a professional and effective manner.

## Communications

- Establish and maintain strong working relationships with staff, colleagues, service providers, funders and community and partners.
- Represent Carya at events, meetings and other gatherings as required.
- Support a culture of social investment at Carya.
- Support the communication of the agency brand in collaboration with the Brand Communication Specialist
- Accurately and professionally complete all required reports for programs under your management while meeting required timelines and requirements.
- Assist in the development of cases of support and/or grant applications for applicable programs and services.
- Support the organizational communication strategy through participation in the creation of materials including storytelling, newsletter articles, presentations, etc....
- Act as a liaison with the leadership team and other Managers by developing productive, collaborative relationships and utilizing clear and effective communication.

## Specific Role Responsibilities: Community and Innovation

- Actively participate in community planning at forums, workshops, and other initiatives related to community hubs and community development initiatives.
- Establish and maintain collaborative working relationships with a variety of systems and partners in a manner which builds capacity, knowledge and resiliency. This specifically includes Calgary Housing Company, East Village Neighbourhood Association, Calgary Municipal Land Corporation, Calgary Immigrant Women's Association, Recovery Alberta (formerly AHS) as well as other organizations or initiatives.
- Provide effective supervision, training and consultation to staff in the areas of Village Commons' operations, hub activation, food programs and community development.
- Work as a collaborative leader across portfolios with teams working within the hub promoting integration and alignment of activities and operations.



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- With the support of facilities staff, provide operational oversight related to Village Commons including budgeting, expense management, liaising with service providers and supporting rental activities.
- Lead risk mitigation activities to support a safe space for staff, participants and partners.
- In collaboration with staff and partners, develop programming and practices that are evidence informed and reflect emerging practices and innovation in community building.
- In collaboration with the Impact and Evaluation Team, support evaluation processes to ensure that funder requirements are met and that the programs are engaged in continual improvement processes.
- Complete required program reports for all programs within the Community and Innovation portfolio and assist in the development and writing of proposals related to these programs.
- Enhance the delivery of community development initiatives in Calgary through active participation on committees aimed to enhance coordination and improve community outcomes in Calgary.
- Advance community hub models and asset-based community development initiatives in Calgary through strong partnerships and collaborative activities.
- Lead and facilitate regular meetings for your team and ensure meetings support the delivery of quality human services while improving communication, teamwork and integration goals.
- Attend and/or lead scheduled department, agency, community and collaborative meetings, as required.
- Negotiate effective partnerships, contracts and sub-leases to support operational revenue.
- Follow ethical guidelines as outlined by your professional association, if not a member of any professional association, the ACSW Code of Ethics will apply.

This task list is not intended to be exhaustive and other tasks may be identified from time to time.

## WHAT YOU BRING

- **An undergraduate degree in a related field is required.**
- A master's degree (MSW, MA, M.Ed., MSc) in community development, social work or related disciplines is preferred.
- Membership in good standing with relevant regulatory body
- Managers must have relevant training and demonstrable skills and experience in the areas of leadership, strategic planning, change management, program design, stakeholder engagement, communications and financial oversight.
- Superior written and verbal communication skills are required.
- Relevant experience in the areas of community development, social services and at least 5 years of leadership experience is required. Previous experience with project management, research, and/or grant writing is a definite asset.
- Strong attention to detail with the ability to act with discretion; confidentiality is expected under all circumstances.
- Advanced proficiency in Microsoft 365, with a focus on SharePoint, Word, Teams, and Outlook; familiarity with Excel.
- Familiarity with client management programs, outcome data collection and data analysis are required.

## WHY JOIN TEAM CARYA

When you join team Carya, you are joining over 100 passionate professionals who exemplify our values of *Respect, Kindness, Creativity, Collaboration, Belonging, Wellness*. Our employees are the heart of our organization and work collaboratively to meet the unique and evolving needs of over 40,000 Calgarians.

At Carya, we take care of our people and proudly provide our employees with:

- Exceptional work life balance including paid vacation time off, personal time off each month and office closures during the year.
- A supportive and flexible work environment that includes professional development opportunities.



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- A focus on health and wellbeing including access to virtual mental and physical health supports, employer paid extended health benefits, dental benefits, an annual health spending account and Employer matched RRSP contributions.
- Recognition that peoples are a combination of many intersecting identities; we work to cultivate an environment that welcomes the whole person and harnesses the strength that is available in our diversity, creating a rich and inclusive workplace.

The successful applicant will receive a comprehensive total compensation package including:

- Employer-paid premiums for extended health benefits and 50/50 share of dental premiums.
- Up to 7% RRSP matching.
- Annual Health Spending Account.
- Three (3) weeks paid vacation pro-rated to start date and eligible for use in the first year of employment.
- Monthly Personal Time Off (PTO) day.
- Paid office closure days between Christmas and New Year.
- Discretionary Day of Observation each year for use on a day that is of personal significance.
- Agency provided property as needed by the role.

## CLOSING DATE

Until a suitable candidate is found.

## HOW TO APPLY

1. Please submit a single PDF containing your cover letter and resume with your name as the file name.
2. Email your file to [HR@caryacalgary.ca](mailto:HR@caryacalgary.ca) with the job title in the subject line.
3. Applications submitted without a cover letter will not be considered.

*We thank all those who expressed their interest, however only those selected for an interview will be contacted.*

## Equal Employment Opportunities, Requesting an Accommodation, and Other Employment Statements

Carya is deeply committed to building a workplace where inclusion is not only valued but prioritized. We are proud to be an equal-opportunity employer, seeking to create a welcoming and diverse environment. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, family status, marital status, sexual orientation, national origin, genetics, neurodiversity, disability, age, or veteran status, or any other non-merit based or legally protected grounds.

Carya is committed to providing reasonable accommodations to qualified individuals with disabilities in the employment application process. To request an accommodation, please contact People & Culture by email at [HR@caryacalgary.ca](mailto:HR@caryacalgary.ca) in advance of your interview.

The successful candidate must satisfactorily complete a Police Information Check with Vulnerable Sector Search.

Carya – Nurturing the Potential in Every Calgarian

