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## POSITION DESCRIPTION

**POSITION TITLE:** COMMUNITY RELATIONS COORDINATOR

**DEPARTMENT:** PUBLIC RELATIONS & COMMUNICATIONS

**CLASSIFICATION:**

**UNION:** NON-UNION

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** REGIONAL LEAD, COMMUNICATIONS

**POSITIONS SUPERVISED:** NOT APPLICABLE

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## POSITION SUMMARY

Reporting to the Regional Lead, Communications, the Community Relations Coordinator supports the efforts of the public relations and communications department that is responsible for internal and external communications. The role of the Community Relations Coordinator position is to further establish connections with community partners, education institutions and organizations within the region to increase the effectiveness of Interlake-Eastern Regional Health Authority's priority initiatives. This position functions in a manner consistent with, and supports the Mission, Vision and Values of, the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

Reporting to the regional lead of communication and working with human resources:

- Foster and maintain a network of external contacts to support communication strategies
- Enter, update and maintain community contact databases
- Develop positive relationships with staff, community members and education facility contacts through effective and timely communication
- Support in tracking employee career development

- Develop and distribute communication as required or refer people to appropriate contacts/existing information
- Monitor metrics associated with communication activities and prepare reports to help measure achievements and refine communication processes
- Contribute to data analysis to inform strategies and plans
- Support on implementing communication strategies as needed
- Support website updates
- Prepare and execute mass emailings

**OTHER**

- Performs other duties as assigned.
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**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Grade 12
- Completion of a recognized administrative/secretarial or communication program required, or a suitable combination of education and experience

**REQUIRED KNOWLEDGE:**

- Proficiency with Microsoft Office suite (Excel, Word, PowerPoint, Publisher) and Adobe Acrobat
- Proficiency in using the Internet, familiarity with online content management systems an asset

**EXPERIENCE REQUIRED:**

- Two to three years of recent related experience in an administrative role
- Public relations or communications experience will be an asset

**SKILLS/COMPETENCIES:**

- Effective written and verbal communications;
- Strong organizational skills, detail oriented
- Excellent interpersonal and communication skills and ability to interact with individuals at all organizational levels
- Ability to prioritize tasks, independently and as part of a team, in a busy work environment
- Adherence to deadlines
- Collaboration with co-workers and others
- Completes projects to full scope, effectively and efficiently
- Exhibits exemplary customer service
- Mental and physical ability to meet the demands of the position.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

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**WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - May be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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**WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

**PATIENT SAFETY**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
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Created: January 2023  
Date

Revised: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Regional Lead/ CEO Date

Reviewed by: \_\_\_\_\_  
Regional Lead, Human Resources Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*