

## FAMILY SERVICES of the NORTH SHORE

### Job Posting

.6FTE (21 hours per week)

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Position: Director of Communications  
Position #: 19-1217  
Reports to: Executive Director  
Location: North Vancouver office  
Closing: September 8, 2019

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### The Agency:

Family Services of the North Shore is an accredited not-for-profit community-based agency committed to making a deep and lasting impact in our community through counselling, support, education and volunteer engagement. Our vision is a healthy community where people can live full and meaningful lives.

As a valued member of the staff, you will have the opportunity to work for an organization that respects its employees, values work / life balance and provides a workplace where interactions are carried out in a spirit of collaboration, cooperation and communication.

### The Job:

The Director of Communications is responsible for the Agency's overall communications strategy and works closely with the Leadership team to ensure alignment with fundraising, government and program communications and community engagement and outreach.

The Director of Communications will lead and support projects and initiatives in the following areas:

- Develops and maintain Communications strategy for Agency overall and for individual programs / projects.
- Develops and maintains brand voice and key messages for all programs, for use through all channels.
- Edits all written communication materials for brand voice, key messages and consistency.
- Content generation / management – content strategy and development for FSNS websites, newsletters, social media, and other communications channels.
- Website management – create and support process for website management that supports the strategic goals and operations of the organization.
- Branding – ensures consistent branding in all communications across the Agency.
- General communications and strategy – leads the development of the Annual Report, briefing notes, research documents, and all agency print / digital program material.
- Media relations – manages all media and public relations activities.
- Outreach and engagement strategies – develops presentations, videos, and other tools to support external engagement with key government and other stakeholders.
- Leadership – as a member of the Leadership Team, provides support and mentoring to other Leadership Team members and key staff.
- Event communications – works closely with Program Directors / Managers to develop key messaging and branding for all events.

## QUALIFICATIONS AND EXPERIENCE

- A senior level professional, highly regarded for your leadership and success in Communications.
- A critical, analytical thinker, with exceptional business, financial management and strategic planning acumen.
- A motivator, coach and mentor for the staff, who develops competence in others.
- A relevant university degree/s and a minimum of 10 years of experience in Communications.
- A creative self-starter with a proactive, collaborative work style.
- Able to manage multiple tasks with competing priorities and deadlines.
- An engaging communicator, writer and presenter.

## JOB SKILLS and ABILITIES

- Experience in the social service sector.
- Excellent judgement and strategic thinking, including the ability to identify and analyze issues and opportunities.
- Ability to direct the activities of Agency staff and volunteers.
- Ability to work collaboratively with others both as a team member and as a team leader.
- High degree of personal organization of multiple tasks.
- The self-confidence to work independently, with the self-awareness to seek coaching, support and advice as required.
- High level of writing ability and high level of comfort with technology and its opportunities.

Family Services of the North Shore is committed to creating an inclusive workforce. We encourage all people to apply and to share relevant information to support our employment decision making process, ensuring we are able to reflect and meet the needs of our diverse community.

*Please respond, in confidence with cover letter and resume, to:*

*Kathleen Whyte,  
Senior Manager of Human Resources  
careers@familyservices.bc.ca*

*While we thank all applicants for their interest, only short-listed candidates will be contacted.*