

Position Description

Project Manager, Edmonton COVID19 Emergency Response Collaborative

Background

A group of 11 Edmonton social service agencies working with a diverse range of communities throughout the city has come together to build a collaborative framework to collectively respond to COVID-positive cases in Edmonton. The overall goal of the Collaborative is to contribute to flattening the curve and increase well-being by providing dignified, culturally safe, timely, and relevant support and information to people from disproportionately impacted communities.

The project has the following objectives:

- Responsive, seamless linguistically & culturally relevant supports & information to those who test positive for COVID-19
- Coordinate agencies with the existing capacity to provide a city-wide response.
- Wrap-around supports to ensure long-term health and security.
- Resonant messaging & community engagement.

Position Summary

Reporting to the Emergency COVID19 Response Project Steering committee of representatives from partnering agencies, the Project Manager will be responsible for the effective coordination and management of a multi-agency approach to emergency response across the city to support people who are tested COVID positive or in isolation due to COVID19.

The Project Manager will be based at Action for Healthy Communities Society of Alberta. This person will work up to 37.5 hours a week with a salary range of \$38 to 40 and work to:

- Oversee the implementation of the overall project plan and protocols to effectively coordinate the COVID+ related outreach, intake and assessment and coordinate required response to the affected individuals across the city.
- Adapt planning processes as required to respond to the changing needs of the Project.
- Provide coordination support to the steering committee meetings and provide weekly reports to Steering Committee members.

- Oversee the implementation of the Marketing and Communications strategy as well as provide leadership to the Communications working group to broadly promote the Call Centre and available supports.
- Engage and develop relationships with media to create earned media.
- Hire, supervise, and approve work of third-party contractors to complete out-of-scope work including graphic designers to develop print media for distribution, printing companies, and communications companies to manage the paid online social media and Google advertising campaigns.
- Oversee the implementation of a Community Engagement Strategy and related protocols for Community Outreach Workers.
- Onboard, coach, and support staff of the Collaborative, monitor the daily operations and create team-building opportunities for all staff, including Support Coordinators (4), Data Analyst (1), Call Centre Operators (2), and Community Outreach Workers (15).
- Human Resource related duties, including scheduling and assigning work, reviewing performance, and recommend salary increases, promotions, transfers, demotions, or terminations. Manage timesheet and expense claim approvals.
- Supervise the work of a common portal (centralized call center), flow of calls to the multilingual and multicultural outreach workers, working remotely to engage with callers, understand their needs, and connect them with appropriate resources.
- Coordinate the monitoring of call volume and required response to the individuals to address COVID-related challenges.
- Manage required financial and other resources with the approval of the steering committee.
- Oversee protocols to process project expenses with Financial Management at Action for Healthy Communities.
- Identify emerging needs from the database, communicate these needs to the steering committee and coordinate required resources.
- Cultivate and strengthen relations with partnering agencies of the Collaborative and encourage collaboration and collective leadership.
- Supervise the tracking of information/ data from the call center, intake /assessment tools, and the database to create periodic reports to share with the steering committee, funders, and other stakeholders.
- Prepare required reports for submission to funders and other stakeholders.
- Ongoing development of efforts and strategies to connect clients to long term supports.

- Liaise with additional stakeholders and agencies outside of the Collaborative, to further project goals.
- Liaise with agency volunteer coordinators to engage volunteers in Community Engagement.
- Attend and contribute to weekly and bi-weekly meetings as required.
- Liaise with the Emergency Response Team of Action for Healthy Communities.
- Support efforts and develop strategies around addressing vaccine hesitancy and providing support to staff and team to ensure continued vaccination of those most marginalized in Edmonton.

Required qualifications and experience

- 5+ years of project management and team leadership experience
- 5+ years of project management experience, with a proven track record of successfully leading a team and developing and implementing new projects/ programs preferably coordinating emergency responses
- Experience of managing remote teams is a requirement
- Superior communication skills, including writing, speaking, and public speaking
- Insight and understanding of the current demographic trends, paired with cross-cultural sensitivity and ability to build meaningful relationships
- Multilingual is an asset
- Proficient with MS Office 365 and Teams environment, Google Suites, and other digital applications.

Other Skills and Competencies

- Strong communicator
- Capacity to work with databases and spreadsheets
- Strong administrative skills and logistical capacities
- Flexible and adaptable, comfortable working independently
- Collaboration and partnership building skills
- Anti-oppression lens
- Big picture thinker with detail-oriented lens

This position will end on Dec. 31, 2021.

How to Apply

Please submit your resume with a cover letter to our HR consultant at: adatai2015@gmail.com by **Wednesday, July 28, 2021**.