

TITLE: PROGRAM COORDINATOR

CLASSIFICATION: AO15

MINISTRY: ISLANDS TRUST,
MIN OF MUNICIPAL AFFAIRS AND HOUSING

WORK UNIT: TRUST AREA SERVICES

SUPERVISOR TITLE: DIRECTOR, TRUST AREA SERVICES

SUPERVISOR POSITION #: 36525

JOB OVERVIEW

Working within a highly dynamic environment the Program Coordinator coordinates programs for the Trust Area Services unit and provides research, program delivery, and communication support.

PROGRAM

Located in Coast Salish territory, the Islands Trust is a special purpose government responsible for protecting the unique amenities and environment of more than 450 islands and surrounding waters in the southern Strait of Georgia and Howe Sound. Created by the Province via the Islands Trust Act, Islands Trust plans and regulates local land use, coordinates with other level of government and First Nations on key issues impacting the area, and protects land through the Islands Trust Conservancy.

ACCOUNTABILITIES

Under the supervision of the Director of Trust Area Services, the Program Coordinator coordinates programs such as the Island Trust's secretariat services, stewardship education, and community stewardship awards programs. The Program Coordinator also supports the delivery of the communications, advocacy and land protection programs through activities such as project management, research, survey administration, and arranging public program logistics. This position requires advanced organizational, analytical, problem solving and interpersonal skills and the employee must have the ability to organize and independently manage one's workload taking into consideration changing priorities, tight deadlines and a high volume of work.

- Coordinates and implements Trust Area-wide programs that cross organizational boundaries and are of high interest to interest holders and external audiences, such as: secretariat services program, stewardship education program, and community stewardship award program.
- Carries out the planning, implementation and delivery of assigned portions of projects as a formal project team member.
- Provides support on procurement processes, including Requests for Proposals and Requests for Qualifications.
- Develops and manages contracts to accomplish Trust Area-wide program work items.
- Tracks unit project activities and develops reports about project scope, time, costs, risks, communications, and integration with other projects.
- Develops and coordinates unit project documentation (e.g., project charter, project plan, status reports, timelines/Gantt charts, approvals, and close-out).
- Coordinates engagement processes ensuring standard processes are followed, timelines are met and results reported, and tracks associated budgets.

- Supports the delivery of in-person and digital engagement tactics, including online tools such as surveys, etc. as well as supporting documentation.
- Administers online events, such as, webinars and virtual open houses, using meeting software.
- Working with communications specialists, supports the creation of content for publication on websites, surveys and other online engagement tools.
- Reviews analytics and maintains web content for accuracy and currency.
- Supports execution of social media plans, conducts analysis and provides reports.
- Proactively identifies and acts on opportunities to improve processes, procedures, and documentation for the unit;
- Drafts correspondence for review, proofreads materials prior to final signature and distributes materials.
- Coordinates storage and cataloguing of photographs for communications purposes and coordinates permissions and image-use waivers.
- Anticipates information needs, prepares, formats and compiles reports, handles correspondence, organizes materials for meetings, conferences and appointments.
- Assists with development of print and electronic publications to include, but not limited to newsletters, annual reports, and other publications, presentations and displays.
- Develops and maintains effective and cooperative working relationships with internal and external interest holders, businesses and relevant First Nation, provincial, municipal and federal government partners.
- Provides information and advice to program staff, the public and other agencies regarding program policies and procedures.
- Takes initiative to assess and evaluate issues referred by the Director and takes appropriate action to resolve those which reasonably fall within the position's purview.
- Maintains and updates contact lists and databases for Trust Area wide programs.
- Other duties as requested by the Director, Trust Area Services.

JOB REQUIREMENTS

Education and Experience

- Diploma in business administration, public administration, communications or another related program area OR an equivalent combination of education, training and/or experience may be considered.
- Minimum three years' experience in program coordination.
- Possession and maintenance of a Class 5 BC Drivers' License.

Preference may be given to candidates with:

- A minimum of one year's related public engagement work for a government body.
- A minimum of one year's experience working with Indigenous communities.
- A minimum of two years' experience in planning and organizing events.
- Experience using website content management systems.
- Experience using social media in a government context.
- Project management training.

Provisos:

- Successful completion of security screening requirements of the BC Public Service.
- Must be willing to work overtime, including some evenings and weekends.
- Some travel and overnight travel is a requirement of this position, including by ferry and water taxi.
- Ability to carry up to 25 pounds.

Knowledge, skills and abilities

- Knowledge of project management and change management principles and practices;

Date: October 21, 2024

- Proven experience developing contracts and contractor relationship management;
- Proven experience managing and reporting on budgets, forecasting and financial tracking;
- Demonstrated experience in preparing written reports and presentations;
- Demonstrated experience in desktop applications including spreadsheets, database maintenance, presentation software and word-processing (MS Office preferred)
- Strong interpersonal, written and oral presentation skills.
- Knowledge of and concern for environmental and community issues.
- Ability to work independently under pressure with minimal supervision.

BEHAVIOURAL COMPETENCIES

- **Information Seeking** is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
- **Concern for Order** reflects an underlying drive to reduce uncertainty in the surrounding environment. It is expressed as monitoring and checking work or information, insisting on clarity of roles and functions, etc.
- **Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.
- **Planning, Organizing and Coordinating** involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.