



POSITION DESCRIPTION

POSITION TITLE:	Manager, Community Engagement & Programs
REPORTS TO:	Director, Marketing & Community Engagement or Designate
SUPERVISES:	Coordinator, Community Engagement; Coordinator, Community Outreach; Program Hosts; Community Programs Educators; Summer Camp Directors; Summer Camp Counsellors

The Humane Society of Kitchener Waterloo Humane Society & Stratford-Perth is a recognized leader in Animal Welfare. Our mission is to be leaders in animal welfare in our communities, focusing on the responsible treatment of animals through education, collaboration, compliance, advocacy and care.

Under the direction of the Director, Marketing & Community Engagement, the Manager, Community Engagement & Programs is responsible for the development, execution, supervision and promotion of all community engagement and outreach programs. These include our youth, adult and senior programming, our school and community education programming, as well as our community outreach programming, and involves both in-person and online learning streams. They also oversee community engagement activities, including the supervision of community engagement volunteers, to spread awareness of the role the Humane Society plays within our communities.

PRINCIPAL ACCOUNTABILITIES:

- Program Development & Delivery
 - Design, implement, and evaluate community programs (e.g., youth camps, adult workshops, seniors programming, online learning etc.).
 - Offer both onsite and off-site programming that supports the human-animal bond.
 - Collaborate with internal departments and external organizations to enhance program offerings.
 - Research and develop innovative programs tailored to community needs.
- Humane Education
 - Create inclusive curricula and educational materials promoting compassion for animals.
 - Develop and deliver presentations for diverse audiences across academic, community, and industry settings.
 - Build partnerships with schools, youth clubs, and community organizations.
 - Stay current with educational trends, pedagogy, learning strategies and technology.
- Community Outreach
 - Support initiatives like Pet Pantry, Nail Trim Clinics, and Veterinary Outreach events.
 - Assist in building new community relationships and sourcing donations.
 - Maintain communication with partner organizations and veterinarians.
 - Support the creation of MOUs and agreements for outreach partnerships.

- Team Leadership & Administration
 - Recruit, train, and supervise staff, volunteers, and student placements.
 - Manage schedules, departmental budgets, and operational plans.
 - Oversee booking systems (e.g., Amilia), website content, and shared program spaces.
 - Ensure health and safety compliance across all programs.
 - Provide high-level customer service and respond to community inquiries.
- Collaborate with the Marketing team to promote programs and events. Provide stories, data, and insights to support recruitment and engagement efforts.
- Work with the Volunteer Manager to grow and support a volunteer team. Provide ongoing coaching, training, and integration into department activities.
- Partner with internal departments and external organizations to enhance programming. Represent the organization at outreach and educational events, and maintain professional development through industry networking.
- Must use discretion and good judgment at all times to ensure the good reputation of the organization.

POSITION REQUIREMENTS:

The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities of this position:

- Post-secondary education in Recreation, Education, Leadership, or related field
- 2–4 years of experience in program management, development, and execution
- Proven ability to manage, coach, and mentor staff and volunteers
- Strong organizational, communication, and interpersonal skills
- Ability to work independently and collaboratively in a fast-paced environment
- Creative thinker with a high level of professionalism and integrity
- Valid Ontario driver's license and access to a reliable vehicle

WORKING CONDITIONS:

- Some evening and weekend work required to support department needs.
- Regular work week with some evenings and weekends; must be able to attend meetings and events as needed.
- Travel to support both of our sites and programs in Kitchener and Stratford area is required.
- Regular interaction with animals, animal owners, staff, and visitors.
Manual dexterity required to use desktop computer and peripherals.
- Must be able to lift and carry up to 50 lbs to support programs.
- Intermittent physical activity including walking, standing, sitting, lifting and supporting animals.
- May be exposed to infectious waste, diseases, conditions, etc., including exposure to viruses and bacteria.

COMMITMENT:

- Able to attend to work-related matters that occur after regularly scheduled work hours.
- Demonstrated regular and consistent attendance and punctuality.