



Children's Grief Centre – Community Engagement Coordinator
Position Description

Position: Community Engagement Coordinator
Reports to: Program Director, CGC and OV-LAIC
Status: 1.0 FTE, Permanent

Position Summary: The Community Engagement Coordinator (CEC) is accountable for creating meaningful, inclusive, and enjoyable experiences for children, youth, and families impacted by grief and loss. This position develops, coordinates and delivers family enjoyment opportunities as well as builds client and community connections.

The CEC is responsible to facilitate youth leadership and volunteer engagement with the Children's Grief Centre (CGC) in order to offer peer-to-peer programming for grieving children, teens and families. This role contributes toward building a more grief-informed community by seeking interest-holder feedback, being responsive to client and community need, and promoting grief awareness to the public.

The Community Engagement Coordinator is responsible for leading the Common Ground Mentorship Program, a 1:1 mentorship program connecting grief-trained mentors with a child or youth (age 6-19) to spend meaningful time together. The CEC trains and monitors mentorship matches, ensuring volunteers are able to support children, teens and families who are navigating grief.

The Community Engagement Coordinator partners with the CGC team and marketing lead to coordinate and deliver client-centered, creative content through various media channels. The Community Engagement Coordinator assists with continuous improvement initiatives and outcome measurement, and contributes to an ethical, safe, and inclusive environment through knowledge and practice of the organization's policies and procedures. Reporting directly to the Program Director (OV LAIC & CGC), the CEC collaborates with the CGC counselling team in order to ensure Family Enjoyment opportunities align with Hospice Calgary's philosophy of grief care and client needs.

Primary Duties & Responsibilities

- Collaborates with internal and external partners to deliver peer-to-peer programming for children, teens, and families which may include, but is not limited to, family enjoyment activities, groups, camps, and social media content.
- Collaborates with Program Director and Hospice Calgary Manager of Volunteer Services to recruit, screen, train, and mentor CGC volunteers to contribute to peer-to-peer support and community engagement activities.



- Collaborates with the CGC clinical team to facilitate youth leadership volunteer team training and projects with therapeutic intent.
- Initiates, develops, and maintains strong relationships with community partners, recreation programs, and other service providers to facilitate programming goals.
- Represent the organization at community events and activities.
- Coordinates event planning and registration
- Identify opportunities for collaboration, outreach, and increased community participation.
- Promote the organization's programs and opportunities to families, youth, volunteers, and community partners.
- Help strengthen awareness of the organization's role in supporting children and families experiencing grief.
- Monitor progress of initiatives and assists with continuous improvement and outcome measurement.
- Actively participates in CGC team meetings and development activities.
- Maintains organized and thorough records and project files.
- Ensures project deadlines are met in a timely manner.
- Assesses project risks and issues and provides solutions where applicable.
- Contributes to an ethical, safe, and inclusive environment through knowledge and practice of the organization's policies and procedures.
- Maintains compliance with organizational policies, privacy/confidentiality requirements, professional standards, accreditation standards, and applicable legislation.

Qualifications & Education

- Bachelor's degree in social work, child and youth care or related field required
- Previous experience with creative client-centered program development
- Experience working with, and coordinating activities for, children and teens required
- Passion for peer-to-peer programming
- Ability to work in the community and on-site required
- Tuesday and Thursday evenings required. An occasional weekend day may be required to deliver barrier-free programming for families.
- Strong organizational, critical thinking, and communication skills.
- Enthusiasm towards working among an inter-professional team and with volunteers.
- Ability to lift items weighing up to 15 pounds



- Alberta Drivers License and own vehicle, with 2 million liability insurance coverage, for community work
- Clear criminal record and vulnerable sector check required

Preferred/Assets:

- Food safe training
- Prior experience in the non-profit sector

Key Competencies

Competency	Description
Good (people) engagement skills	Builds genuine, inclusive connections with children, youth, families, volunteers, and community partners. Relates warmly and respectfully to grieving clients, and engages interest-holders through outreach, events, and creative content to foster a more grief-informed community.
Collaborative	Ability to collaborate across the CGC team and Hospice Calgary organization to support volunteer engagement and delivery of services.
Adaptability & Agility	Adjusts approach to meet evolving client, family, and community needs; responds flexibly to changing priorities across evening, weekend, on-site, and community-based programming. Comfortable shifting between direct client engagement, volunteer coordination, event planning, and content creation.
Initiative & Problem-solving	Proactively identifies opportunities for collaboration, outreach, and increased community participation. Assesses project risks and issues and provides solutions where applicable, and initiates continuous improvement of programs and services.
Highly Organized	Maintains organized and thorough records and project files. Coordinates event planning, registration, and mentorship matches with attention to detail, and ensures compliance with organizational policies, privacy/confidentiality requirements, and accreditation standards.
Time Management	Plans and prioritizes work to ensure project deadlines are met in a timely manner while balancing multiple initiatives, volunteer relationships, and community commitments.