

## JOB DESCRIPTION

<b>Programme Name</b>	HCSA SPIN
<b>Section</b>	Community Engagement
<b>Reports to</b>	Head of Programme
<b>Job Title</b>	Manager, Community Engagement

### GENERAL SUMMARY

Reporting to Head of Programme, the **Manager, Community Engagement**, is responsible to strategize, oversee and cultivate all community and corporate relations, recruitment, outreach and communications, and resource coordination activities. This position also oversees SPIN's volunteer engagements, SPIN's events and activities.

### DUTIES AND RESPONSIBILITIES

#### 1. Community Relations, Recruitment and Outreach

- Responsible for strategizing and cultivate corporate and community relations with activities, initiatives, recruitment and outreach.
- Construct and design community and corporate engagement activities and events in line with developed strategy.
- Grow effective relationships with government agencies, community and corporate partners as well as with key individual stakeholders.
- Plan, oversee and co-ordinate external media and communication duties in partnership with HCSA Strategic Communications team.
- Develop, manage and execute corporate and community volunteer activities arising from community and corporate partnerships.
- Support the growth of SPIN's alumni community and engage them in advocacy and volunteerism.
- Co-lead strategic fundraising initiatives for HCSA SPIN.

#### 2. Content Development and Channels Management

- Oversee and implement communication strategies, both social media and website. Increase awareness of HCSA SPIN and garner more intakes and partners.

- Develops and distributes materials that pitch and explain the organisation, programme to various target audiences.

### **3. Resource Development and Coordination**

- Identify and engage potential community, government and corporate partners who can contribute and support SPIN operations.
- Oversee and co-ordinate the corporate volunteer management pool of resources and activities.
- Ensures effective overall administration and sound fiscal management of donations/funds to SPIN (e.g. discretionary funds).
- Lead Community Engagement (CE) Team in designing, curating, and implementing structured signature programme packages tailored for single parents.

### **4. Implementation & Analysis**

- Source and lead team in utilising technology platforms to analyse data of beneficiaries and volunteers, events and activities to identify key trends and emerging trends.
- Participate and/or take up leadership roles in both SPIN and organisation-wide special projects and committees when required.

### **5. Others**

- Perform additional duties as required by the nature of the position or as assigned by Head of Programme

**QUALIFICATIONS**

**Education & Experience**

- A Bachelor’s degree, preferably in a related field of study
- Proficient in Microsoft Office Suite, social media and/or digital marketing
- Excellent in verbal and writing communication skills
- At least 3-5 years of experience in volunteer/ community management. Experience in social services/ charity / non-profit organization required
- Strong Leadership skills are necessary for directing staff and overseeing projects
- Needs to be flexible to work on weekends when required.

**COMPETENCIES**

**Technical Skills Competencies TSC**

	<b>TSC Title</b>	<b>TSC Description</b>	<b>TSC Proficiency Description</b>
1	<b>Volunteer Programme Evaluation</b>	Evaluate the effectiveness of volunteer programmes in meeting its stated objectives	<Level 4> Develop mechanisms to evaluate the effectiveness of volunteer programmes
2	<b>Volunteer Programme Management</b>	Manage volunteer programmes, operations and logistics and develop volunteer programmes for the organisation	<Level 3> Implement volunteer programmes for the organisation  <Level 4> Develop volunteer programmes for the organisation
3	<b>Volunteer Recruitment</b>	Conduct volunteer recruitment activities	<Level 3> Implement volunteer recruitment strategy for the organisation  <Level 4> Develop the volunteer recruitment strategy for the organisation

4	<b>Volunteer Retention and Engagement</b>	Conduct volunteer engagement and develop strategies to engage and retain volunteers	<p>&lt;Level 3&gt; Implement strategies to engage and retain volunteers</p> <p>&lt;Level 4&gt; Develop strategies to engage and retain volunteers</p>
5	<b>Stakeholder Management</b>	Plan and implement strategies to build and manage constructive and positive relationships with stakeholders	<p>&lt;Level 4&gt; Develop plans to build positive and trustworthy relationships with stakeholders to attain joint objectives</p>
6	<b>Collaborative Practices Across Disciplines and Sectors</b>	Understand services, contributions and perspectives from other organisations, settings, disciplines and professionals, and apply integrated approaches to deliver interventions to clients	<p>&lt;Level 3&gt; Implement collaborative practices to provide integrated approaches in interventions to clients</p> <p>&lt;Level 4&gt; Supervise collaborative practices for the team to provide integrated approaches in interventions to clients</p>
7	<b>Diversity Awareness and Management</b>	Apply awareness and sensitivity in working professionally with diverse individuals, groups and community	<p>&lt;Level 3&gt; Apply principles of diversity and inclusion in professional practice</p> <p>&lt;Level 4&gt; Promote diversity and inclusion in order to achieve the best possible outcomes</p>
8	<b>Risk Management</b>	Oversee compliance to policies, frameworks and procedures in the department to ensure the integrity of operations and manage risks	<p>&lt;Level 4&gt; Review and analyse internal and external influencing factors that may impact organisational risk statements and provide recommendations and possible solutions to mitigate such risks with relevant stakeholders</p>
9	<b>Strategy Implementation</b>	Develop implementation plans to achieve organisation and department strategies and goals	<p>&lt;Level 4&gt; Evaluate the strategy for departments ensuring that the plans are realistic</p>

10	<b>Strategy Planning</b>	Analyse and interpret the environment and develop department and organisation strategies and policies, in consultation with relevant stakeholders	<p>&lt;Level 3&gt;</p> <p>Identify gaps in practice, service and processes to support strategy planning</p> <p>&lt;Level 4&gt;</p> <p>Develop resource allocation plans and implement strategies and policies</p>
11	<b>Change Management</b>	Initiate and facilitate organisational changes and business transformation initiatives	<p>&lt;Level 3&gt;</p> <p>Administer change management programmes by ensuring team members have the proper support and resources to adapt to organisational changes</p>
12	<b>Corporate Governance</b>	Establish, guide and endorse organisation's corporate governance and compliance policy. This includes being aware of the regulatory frameworks and global leading practices in similar organisations	<p>&lt;Level 3&gt;</p> <p>Adhere organisation's compliance to relevant legislative and regulatory requirements</p>
13	<b>Emergency Response and Crisis Management</b>	Develop and implement emergency response and crisis management plans and policies, provide guidance on policies, plan development	<p>&lt;Level 3&gt;</p> <p>Execute responsibilities as prescribed in emergency response and crisis management plans and work with external and internal stakeholders to conduct periodic reviews and ensure emergency preparedness</p>
14	<b>Resilience and Self-care</b>	Understand the actions and activities that will enhance overall health and well-being to enable continued practice as a professional in the sector	<p>&lt;Level 4&gt;</p> <p>Provide support to staff in managing their stress and emotions</p>

## Critical Core Skills CCS

	<b>CCS Name</b>	<b>CCS Description</b>	<b>CCS Proficiency Description Level</b>
1	<b>Decision Making</b>	Choose a course of action from several alternatives developed through a structured process in order to achieve intended goals	<Intermediate> Implement structured decision making processes and analyse multiple sources of information to propose solutions
2	<b>Building Inclusivity</b>	Collaborate with stakeholders from different backgrounds or with different abilities, including diversity dimensions such as race, ethnicity, religion, gender orientation, age, physical and learning ability, education, socio-economic status and political belief, to understand the interests of diverse groups and build an inclusive work environment	<Intermediate> Manage relationships across diverse groups within the organisation
3	<b>Collaboration</b>	Manage relationships and work collaboratively and effectively with others to achieve goals	<Intermediate> Build relationships and work effectively with internal and external stakeholders to create synergies in working towards shared goals
4	<b>Communication</b>	Convey and exchange thoughts, ideas and information effectively through various mediums and approaches	<Advanced> Synthesise information and inputs to communicate an overarching storyline to multiple stakeholders
5	<b>Developing People</b>	Empower others to learn and develop their capabilities to enhance their performance and achieve personal or professional goals	<Intermediate> Develop and coach team members to identify and leverage their strengths to enhance performance
6	<b>Self-Management</b>	Take ownership of managing one's personal effectiveness, personal brand and holistic physical, mental, emotional and social well-being	<Intermediate> Analyse own well-being and personal effectiveness to develop strategies to regulate self and build personal brand
7	<b>Digital Fluency</b>	Leverage digital technology tools, systems, and software across work processes and activities to solve problems, drive efficiency and facilitate information sharing	<Intermediate> Identify opportunities and evaluate risks of integrating digital technology tools,

			systems and software across work processes and activities
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**DISCLAIMER**

Note:

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

By signing this job description, I am stating that I am qualified and physically capable to accomplish the job I have been hired to perform.

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Employee Name and Signature

\_\_\_\_\_  
Witness Name and Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date