



Bilingual Communications Coordinator

Job description

- October 2023
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About the Canadian Council for Refugees

The Canadian Council for Refugees is a leading voice for the rights, protection, sponsorship, settlement, and well-being of refugees and migrants, in Canada and globally. CCR is driven by member organizations working with and for these communities from coast to coast to coast.

Committed to social justice and transformation by challenging racism, colonialism and intersecting oppressions, we undertake policy monitoring, advocacy, network building, and public education to empower members and communities to bring about systemic change.

About the role

Working under the supervision of the Co-Executive Director, Communications and Development, the Communications Coordinator will:

1. Develop and execute CCR external communications in support of CCR's strategic objectives:

- Plan and coordinate CCR external communications, in consultation with relevant staff members, including the policy team and those responsible for communications with members and donors;
- Support policy staff in the development of advocacy campaigns and materials, and executing campaigns through CCR's channels;
- Develop engaging content and maintain and regularly update the CCR website and social media channels;
- Analyse the use and effectiveness of CCR external communications and identify opportunities and methods to improve communications;
- Collaborate with resource development staff to create donor solicitation and stewardship materials.

2. Coordinate and participate in the production of CCR resources:

- Coordinate the development, updating and use of tools to maintain consistent CCR style (including visual and editorial style guides, templates, letterhead);
- Support staff in development of resources, including by supporting their application of CCR style guides and templates;
- Oversee graphic design: identify needs, coordinate with external vendors, develop graphic design elements in-house, for use on the CCR website, through social media, in fundraising appeals, etc.

3. Promote CCR resources and events:

- Develop and execute strategies for promoting CCR resources and events, including through planning, evaluation and identification of the most effective tools;
- Coordinate the promotion of CCR Consultations, in coordination with the Local Organizing Committees;
- Develop and send out messages to membership to promote resources and events, including Working Group meetings and webinars;
- Analyse and implement measures to most effectively promote resources and events on CCR website;
- Coordinate communications to participants at core CCR events (Consultations, Working Group meetings, webinars).

4. Provide support for CCR's media outreach efforts:

- Support the development and evaluation of media strategies;
- Develop, send and follow up on releases;
- Coordinate media inquiries and outreach;
- Maintain an up-to-date media contacts database (on Wild Apricot, 'media contacts' on ccrweb.ca, media call logs, etc.) and relationships with journalists.

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5. Promote positive public opinion about refugees and other vulnerable migrants, including through engagement with members, allies and other partners:

- Engage CCR members and allies in the planning, execution and evaluation of CCR initiatives to promote positive public attitudes toward refugees and migrants, including through specific campaigns;
- Develop and coordinate CCR initiatives to promote positive public attitudes toward refugees and migrants, including through specific campaigns;
- Provide support and training to CCR members;
- Produce visuals and messages supporting public education and positive public opinion toward refugees in CCR resources, on the CCR website and through other CCR communications channels (including developing shareable resources, pages on website, communications to donors);
- Monitor for opportunities for public education and influencing public opinion, in consultation with CCR members.

6. Contribute as part of a broader staff team to a collaborative, positive and respectful work environment consistent with CCR's mission, values and policies.

7. Perform other related tasks.

This is a full-time position (35 hours per week), with infrequent domestic travel and limited expectations for work on weekends and evenings. The selected applicant will be based in Montreal and is expected to work from our offices at least one day per week (as per the hybrid work model currently in place, subject to change).

Skills and experience

- At least 3 years experience in a similar communications role, preferably in the non-profit sector;
- Fully bilingual in French and English – exceptional writing skills in both languages are essential for this role;
- Demonstrated commitment to human rights, social justice and anti-oppression;
- Demonstrated ability to explain complex issues in an accessible way;

- Demonstrated experience in creating social media content and managing accounts across platforms;
- Experience working with website content management systems (such as Keela, Wild Apricot, or similar platforms), or willingness and ability to learn;
- Experience with publishing software (Adobe Photoshop, Illustrator, InDesign, Canva, etc);
- Excellent time management skills with the ability to prioritize multiple tasks;
- Excellent interpersonal skills;
- Knowledge of immigration, refugee and settlement issues a strong asset;
- Lived experience as a refugee or migrant strongly preferred.

What we offer

- The salary scale for this position is \$51,000 - \$59,000;
- 3 weeks vacation in the first year, increasing to 4 weeks in the second, as well as additional office-wide week off at the end of the year;
- 18 days combined sick/personal days;
- 4% RRSP contribution per year, and the option to join the VRSP plan;
- Option to participate in group health and dental plan.

Application process

The CCR encourages and prioritises applications from members of equity-seeking groups and particularly those with lived experience as refugees or migrants.

Please note that candidates must be eligible to work in Canada.

To apply, please send a resume and cover letter in a single pdf document to recruitment@ccrweb.ca, with the subject line “Communications Coordinator”. **The closing date for applications is November 10, 2023.** Please note that only shortlisted candidates will be contacted, in the week of November 13th.