Job Description

Job Title:	Senior Manager, Outreach
Department:	Equity, Diversity, Inclusion & Anti-Racism Office
Reports To:	Director, Education & Outreach
Jobs Reporting:	None
Salary Grade:	USG 11
Effective Date:	June 2024

Primary Purpose

Reporting to the Director, Education & Outreach, the Associate Director, Outreach (ADO) leads the outreach strategy and related projects for the Office of Equity, Diversity, Inclusion & Anti-Racism (EDI-R). The ADO is responsible for leading and sustaining the planning, implementation and evaluation of EDI-R projects and initiatives across the institution. The ADO is a key liaison between the EDI-R Office and the University of Waterloo community, building strong and collaborative relationships with internal and external stakeholders, and ensuring the strategic priorities and objectives related to equity and anti-racism are aligned and met.

Key Accountabilities

Outreach & Engagement

- Under the direction of the Director, Education & Outreach, develops an outreach and engagement strategy to support the goals and objectives of the EDI-R Office
- Leads and/or supports the identification and creation of EDI-R initiatives, events, and programs that contribute to a culture of equity and anti-racism on campus and that reflect a unified vision and voice for all units within the portfolio.
- Collaborates and builds partnerships with relevant stakeholders, including staff, faculty, students, and community members.
- Oversees the management of volunteers engaging in education and outreach initiatives on campus.
- Makes presentations and employes other communication tools to raise awareness of the EDI-R office and its initiatives.

Project Management

- Creates project plans, deliverables, and milestones for monitoring projects.
- Advances and executes the strategic direction set by the Senior Director, in collaboration with various stakeholders, based on an understanding of best practices in EDI-R issues.
- Employs project management approaches to ensure that equity strategies, events and initiatives are effectively and efficiently managed, including monitoring of information, logistics and progress, and reporting on project deliverables.
- Support the measurement and evaluation of project plans with a focus on the creation of an organizational dashboard for impact and effectiveness.
- Liaise with and coordinate actions with stakeholders for strategic projects to ensure roles are clear actions are executed effectively.
- Develop key communications, reports, presentations, and other project documents as required.
- Monitors assigned project schedules and timelines and account for timely completion of objectives and key results.

- Identify and manage risks associated with projects that might jeopardize the success of the methods and/or outcomes.
- Develop a strategy and methods for the collection and application of self-identification data.
- Collect and analyze equity related data to make evidence-based recommendations.
- Determine key indicators of success; manage internal and external reporting requirements.

Engagement & Communication

- Liaise internally with working group members and chairs of the various projects and initiatives, campus stakeholder groups, and other committees, and externally with agencies and peer institutions as required.
- Works with committees to advise on the collection and use of research equity related data.
- Manages documentation and reporting requirements, including the collection of data and compilation of metrics on project progress.
- Prepare project status reports for the campus community and external stakeholders.
- Collaborates with campus partners to ensure communication with relevant groups, distribution lists, etc.

Office Administration

Performs administrative functions for the Director, Education & Outreach, which may include:

- Managing contract staff and co-op students, as needed
- Managing special project budgets
- Creating and delivering presentations to Executive Council, Info Group and Dean's Council when requested
- Contributing to the Office of EDI-R risk report
- Preparing annual progress reports for the EDI-R Office

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Completion of an undergraduate degree in a relevant discipline (social work, community psychology, etc.) and/or equivalent related education and experience

Experience

- 5-7 years of progressively responsible experience with strategic project management, and proven ability to align work priorities and realize strategic goals.
- 4-5 years' experience in a role related to the implementation of equity, diversity, inclusion and/or decolonization initiatives.
- Experience working with members of a senior leadership team on organization wide-committees and collaborating effectively with multiple stakeholders.
- Experience and demonstrated ability to build partnerships, collaboration, trust, and consult meaningfully with historically excluded, marginalized and racialized groups.
- Experience in developing and delivering equity and anti-racism related education, policies and programming.

Knowledge/Skills/Abilities

- Demonstrated knowledge of the concepts of equity, human rights, inclusion, diversity, and decolonization. Working knowledge of the Human Rights Code, the Accessibility for Ontarians with Disabilities Act, and other relevant legislation
- Demonstrated ability to:
    - Manage multiple concurrent projects with different groups
    - Lead meetings effectively with internal and external stakeholders
    - Take a proactive approach in service delivery and;
    - Communicate effectively with students, faculty, staff, senior administrators, and external partners.
- The political acuity to facilitate credibility and foster trust and strong, productive working relationships.
- The professional confidence and communication skills to effectively engage community members on what can often be contentious or delicate issues.
- A high level of interpersonal skills and the capacity to listen effectively and sensitively to a broad range of diverse stakeholders, including students, faculty, and staff members.
- The ability to conduct research of superior quality on improving equity.
- Exceptional interpersonal and communication skills, both written and oral for the preparation of reports and making presentations
- Good facilitation skills to lead groups to productive outcomes.
- Excellent organizational and project management skills
- Ability to work on confidential and sensitive matters with tact and discretion.
- Ability to manage challenging conversations with stakeholders.
- Ability to work independently or in a team setting, with diverse individuals.
- Strong proficiency with a variety of computer software applications including word processing, spreadsheets, database management.

Nature and Scope

- **Contacts:** The Associate Director, Outreach works regularly with stakeholders internal and external to the university. This position works closely with multiple academic support units, the Faculty and Staff Associations, the Waterloo Undergraduate Student Association, the Graduate Students Association and multiple student clubs and groups on campus. The Associate Director, Outreach may act as a delegate for the Director, Education & Outreach on an as needed basis at internal and external meetings, events, conferences, and other initiatives as needed
- **Level of Responsibility:** This position is responsible for supporting the Director, Education & Outreach with the deliverables related to the Education & Outreach portfolio and leading projects and initiatives as assigned. The Associate Director, Outreach is expected to be self-motivated and will use judgement to assist in the formulation of decisions in a highly confidential environment
- **Decision-Making Authority:** The Associate Director, Outreach is expected to be self-directed in executing their responsibilities, under the guidance of the Director, Education and Outreach. The role has a mix of defined, specialized, routine and non-routine tasks and requires sound judgement, tact and discretion in juggling and executing these responsibilities. The Associate Director, Outreach will make recommendations to the Director, Education & Outreach regarding the execution of their responsibilities. Strong problem solving skills are required to ensure the timely implementation of initiatives
- **Physical and Sensory Demands**: Demands typical of a position operating within an office environment. This position works independently and collaboratively and requires sound judgment, a strong work ethic, and ability to work under very challenging time constraints with competing priorities

Some travel to different locations across campus, as well as external meetings, conferences or events as needed.

- **Working Environment:** Moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions including dealing with the political sensitivities of EDI-R work. There can be a lack of control over work pace due to irregular and/or high volumes of work and multiple and/or tight deadlines and frequent interruptions.