

CATEGORY	CODE	SURVEY POSITION TITLE	ACCOUNTABLE REPORTS	SAMPLE TITLES	KEY RESPONSIBILITIES	DESCRIPTION	QUALIFICATIONS	KEYWORDS
Executive Managers	101	Chief Executive Officer (CEO)	Board of Directors. If the Chief Executive Officer does not report to a governance-focused or independent Board of Directors, please match to position 121 or 136.	Chief Executive Officer (CEO); Executive Director; President	Execute mission, strategic plan, and business plan.	Working within broad strategic guidelines and board policy, leads the organization to attain short and longer term strategic, financial, and operational goals. Plans, directs, and monitors all aspects of the organization's operational policies and fund development objectives. Develops organizational culture and manages staff committees. Develops business plans in collaboration with the Board. May liaise or advocate with various levels of government, community partners, and other stakeholders to further the goals of the organization.	No specific requirements, although some level of postsecondary degree is common.	Leadership, Strategic Direction, Supervision
Executive Managers	116	Director of Operations	Top Executive	Chief Operations Officer (COO), Director of Operations, Operations Manager	Manages operations, contributes to strategy and development, oversees business plan implementation.	Manages the organization's operations through directing and coordinating activities consistent with its established mission, goals, objectives, and policies. Functions within a strategic and policy framework established by the CEO and the Board. Contributes to organizational strategy and policy development. Together with the CEO, provides direction and structure for program areas or operating units. Develops, implements, and monitors programs to ensure attainment of business plans.	No specific requirements, although some level of postsecondary degree is common.	Leadership, Operations, Supervision
Executive Managers	121	Executive Manager - Functional area or Division	Top Executive, Board of Directors (Working Board). If your Top Executive position reports to the Board of Directors (Governance Board) please match to position 101.	Chief Operations Officer (COO), Vice President, General Manager, Regional Director, Executive Director	Leads significant organizational division or chapter.	Subject to strategic and major policy direction, carries full responsibility for achieving divisional goals and objectives. This may include development and implementation of divisional policies and procedures; directing program development and management; achieving financial results including achievement of fund development objectives; and human resource management. Does not carry full fiduciary responsibility for the organization. May liaise or advocate with regional or local governments or other stakeholders.	No specific requirements, although some level of postsecondary degree is common.	Leadership, Stakeholder Engagement
Executive Managers	136	General Manager	Board of Directors (Working Board). If your Top Executive position reports to the Board of Directors (Governance Board) please match to position 101.	Manager, Operational Manager	Human resources, financial management, programming.	Responsible for the overall operations and activities of a social recreational facility by providing support and direction to the staff and volunteers. Accountabilities may include analyzing and defining community or organizational needs; development of new initiatives; participation in community and/or organizational advocacy, staff and volunteer recruitment and management; scheduling and supervision of maintenance for facility and equipment; project management; maintaining records; development and management of the organization's operating and capital budget; proposal writing; and preparation of submissions to funders or regulatory bodies.	No specific requirements, although some level of postsecondary degree is common.	Grants, Leadership, Operations, Stakeholder Engagement, Supervision

Finance and Accounting	118	Accounts Payable Administrator	Senior or Mid-Level Finance and Accounting	Accounts Payable Clerk, Accounting Assistant	Recordkeeping, producing reports.	Administers accounts payable recordkeeping. Records amounts due, verifies invoices, and calculation of discounts. Ensures expense coding, voucher preparation, and cheque issuance are accomplished accurately and timely. Produces various reports for management including accounts payable register.	Skills training and/or related experience.	Administrative Support, Accounts Payable
Finance and Accounting	119	Accounts Receivable Administrator	Senior or Mid-Level Finance and Accounting	Accounts Receivable Clerk, Accounting Assistant	Recordkeeping, producing reports.	Administers accounts receivable recordkeeping. Ensures cash receipts, claims, or unpaid invoices are accounted for properly. Calculates and enters charges for interest, refunds, or related items. Produces account statements or other related reports.	Skills training and/or related experience.	Administrative Support, Accounts Receivable
Finance and Accounting	104	Financial Administrator	Top Executive, Senior Finance and Accounting	Financial Administrator, Accountant, Bookkeeper	General accounting functions, accounts payable/receivable, benefits administration. If the position involves only accounts payable and/or accounts receivable please match to positions 118, 119 or 120.	Work include moderately complex financial and accounting processes. Responsibilities may include general accounting including maintenance of GL, and journals, bank deposits and reconciliation, coordination of financial information systems, accounts payable/receivable, payroll, benefits administration, supervision of administrative support staff.	Postsecondary degree (2-4 year).	Payroll and Benefits, Supervision, Accounts Payable, Accounts Receivable
Finance and Accounting	120	Payroll/Benefits Administrator	Senior or Mid-Level Finance and Accounting	Payroll/Benefits Coordinator, Accounting/Payroll Clerk, Accountant, Bookkeeper	Calculates and posts payroll/benefits, liaison with benefits providers.	Computes and disburses wages and salaries, deductions, taxes and other withholdings. Posts payroll data and prepares routine reports and/or payments to government agencies, insurance companies and others. Calculates and processes special cheques, reviews, edits and makes corrections and adjustments as needed. May administer benefits program, process additions, terminations; resolve billing issues; liaise between employee and insurers regarding claims issues.	Postsecondary degree (2-4 year).	
Finance and Accounting	103	Senior Accounting - Controller	Top Executive, Top Finance and Administration	Finance Manager, Senior Accountant, Controller	Oversees budget, prepares monthly financial statements and annual returns, coordinates budget process.	Accountable for the proper management of the organization's financial and accounting processes. Work is carried out independently, subject to broad policy and accepted accounting practices and may involve the supervision of one or more specialists. Specific responsibilities may include development and recommendation of financial policy, coordination of the budget process, preparation of monthly financial statements, annual returns, payroll, employee benefits, financial information or systems administration.	This position will typically require a professional accounting designation or progress toward such a designation.	Budget, Policy Development, Supervision, Payroll and Benefits

Finance and Accounting	102	Top Finance and Administration	Top Executive	Chief Financial Officer (CFO), VP Finance, Director of Finance, Finance Manager, Controller	Do not match to this position unless your position includes accountability for other nonfinancial functions (e.g. HR, IT etc.) Positions that are finance/accounting only should be matched to position 103 or 104.	This position is the senior finance and administrative manager in the organization. Reporting to the Top Executive the position functions under the guidance of strategic and business plans with periodic review of results. Develops and implements financial and accounting policies. Key accountabilities include the effective direction of the organization's finance and accounting functions including budget development and monitoring, financial reporting to senior management the Board and funders, coordination of the organization's information systems. Other responsibilities will include direction of one or more administrative support functions for the organization, such as HR, Legal, IT, Purchasing. This position will also typically provide leadership to support staff in the finance, information systems and administrative functions.	This position will typically require professional accounting certification.	Leadership, Supervision, Budget, Policy Development
Finance and Accounting	137	Bookkeeper	Board of Directors, Top Executive		Preparing financial records and reports.	Responsible for the preparation and maintenance of financial records and reports for the organization. May provide payroll, banking and reporting services, which may include ensuring the preparation of cheques, coding and posting invoices; preparing deposits; reconciling accounts; overseeing accounts receivables; and maintaining schedules for investments, grants and assets. Maintains all necessary and appropriate records. May also produce financial reports for the board and prepare the records for audit.	This position requires bookkeeping training and relevant experience.	
Function or Program Managers	127	Director of Evaluation and Knowledge Management	Top Executive	Evaluation Manager; Research and Impact Manager; Director of Research and Outcomes	Provide senior leadership in evaluation strategies, methodologies, and tools.	Accountable for giving expert advice and direction on the strategies, methodologies and tools to evaluate the organization's performance in meeting its mandate and in interpreting and addressing evaluation findings. Provides direction on the interpretation of significant, complex or contentious data. Maintains professional contacts and liaison with evaluators and knowledge management experts in other organizations and with professional consultants.	Postsecondary degree (masters or higher).	Strategic Direction, Evaluation, Stakeholder Engagement
Function or Program Managers	126	Manager Retail Operations	Top Executive; Top Function or Program Managers	Manager, Retail and Warehouse Operations; Store Manager; Box Officer Coordinator	Manages retail operations including marketing, budgets, and inventory.	Responsible for the management of the organization's retail operations including on-line sales and marketing (where applicable). Responsible for achievement of retail operations revenue and expense budgets. Oversees sourcing and purchasing of product and manages inventory. Ensures product is effectively merchandised	Skills training and/or related experience. May require a postsecondary degree (2 or 4 years).	Operations, Budget

Function or Program Managers	105	Program or Functional Manager	Top Executive, Top Function or Program Managers	Program Manager; Regional Director; Project Lead	Accountable for the effective development, delivery and evaluation of programs or operational functions that will contribute to the achievement of the organization's mission and goals.	Analyzes and defines community or industry needs. Assists in the development of new initiatives and overall strategy. Participates in community and/or industry advocacy and social action processes, project management, recruitment, leadership and performance appraisal, program priority setting, maintenance of appropriate reporting, development and management of the team's budget, preparation of submissions to funding or regulatory bodies.	Skills training and/or related experience. May include postsecondary degree in relevant field.	Program Management, Supervision, Volunteer Management, Budget
Function or Program Managers	125	Top Government Relations	Top Executive, Senior Function or Program Managers	Public Policy Manager; Director, Public Affairs; Government Relations	Develops and communicates a long-term public policy agenda for the organization.	Researches, monitors and tracks government policies and initiatives as they impact the organization or sector. Builds and maintains strong relationships with Members of Parliament/Legislative Assemblies and/or municipal governments and their staff.	Typically requires postsecondary degree. May require graduate level degree(s).	Stakeholder Engagement, Policy Development
Function or Program Managers	114	Top Membership Services	Top Executive, Senior or Mid-Level Function or Program Managers	Membership Coordinator; Manager, Membership Services; Membership & Volunteer Coordinator	Develops and executes strategies for attracting and retaining members to the organization.	Develops and distributes membership information packages, handbooks and other materials. Researches and maintains member data. Communicates with members regarding issues of interest. May lead or participate in the development and organization of member related events.	Postsecondary degree (2-4 year) and/or skills training in related field.	Stakeholder Engagement, Events
Function or Program Managers	135	Business Continuity Planner	Top Executive, Senior Function or Program Managers		Identifies and creates strategies to deal with potential business disruption.	Prepares organization to respond to significant business disruptions (for example, extended power outages, computer system failures, natural disasters) and ensures their capability to continue delivery of products or services at acceptable predefined levels following a disruptive incident.	Postsecondary degree (2-4 year) and/or skills training in related field.	Emergency Preparedness, Operations
Function or Program Managers	337	Engagement Coordinator	Board, Top Executive, Senior Function or Program Managers		Community/membership development and engagement.	May be responsible for the identification of needs, the connecting of ideas and people, and the design, development and delivery of initiatives, programs and activities that get people involved both as members and volunteers. As part of this role, they may also be involved in membership development, community development initiatives, volunteer management and establishing and maintaining partnerships with other organizations. Managing information and being able to make connections between ideas, people and resources are critical to this role.	Postsecondary degree (4 years) or equivalent experience.	Stakeholder Engagement, Events, Volunteer Management+K70
Fund Development - Grantmaking	210	Digital & Social Media Specialist	Senior or Mid-Level Fund Development and Grantmaking	Communications Coordinator; Social Media Specialist; Digital Engagement Coordinator	Creates and manages an organization's public profile on social networking websites and use interactive technology to build online communities.	Contributes to the organization's digital marketing strategy and e-branding by creating a variety of compelling content across all digital platforms in support of fund development objectives with the goal of attracting visitors and engaging the community through social media channels. Investigates and recommends content push platforms to publish appropriate content across relevant blog and social media interest groups. Works to maximize web traffic and track statistics.	Postsecondary degree (4 years) or equivalent experience.	Marketing and Communications, Stakeholder Engagement, Donor Relations

Fund Development - Grantmaking	211	Direct Mail Coordinator	Senior or Mid-Level Fund Development and Grantmaking		Manages the day-to-day activities for direct mail campaigns.	Manages activities for direct mail campaigns to promote acquisition of new monthly donors, conversion of single gift donors into monthly givers, and reactivation of lapsed donor groups. Prepares and assembles documentation as needed to support the operation of direct mail campaigns. Provides regular campaign results and information to management and suppliers, assists with campaign performance analysis. Performs analysis of donor files to identify trends and target groups.	No specific requirements, although some level of postsecondary degree is common.	Donor Relations, Marketing and Communications
Fund Development - Grantmaking	205	Direct Marketing Director	Top Fund Development and Grantmaking	Marketing Director; Manager, Marketing and Promotions; Campaign Director	Develops an integrated strategic plan to strengthen relationships, grow, and diversity one-to-one giving and build sustained donor loyalty.	Responsible to meet annual revenue targets of 5+ million dollars by managing all direct marketing activities targeted to recruit, maintain, upgrade and cultivate annual, monthly and intermediate donors with an emphasis on maximizing lifetime value. Provides day-to-day guidance and direction to an internal team together with external industry partners to ensure programmed components are effectively and efficiently applied and executed against a suite of ongoing donor cultivation tactics including direct mail, print, radio, television, telemarketing, web, face-to-face, tribute gifts, and other direct response devices targeted to attract new donors or generate leads.	Postsecondary degree (2-4 year) and/or skills training in related field.	Donor Relations, Marketing and Communications, Strategic Direction, Supervision
Fund Development - Grantmaking	208	Donor Grants Associate	Senior or Mid-Level Fund Development and Grantmaking	Donor Services and Operations Officer; Donor Relations Coordinator; Gifts Administrator	Manages the facilitation of donor grants from donor contact through distribution of grants.	Manages relationships with donors, provides guidance and services related to granting, resolves issues, matches areas of donor interest with charitable needs, acts as a resource regarding the charitable sector, and develops communications. Accesses and interprets fund information. Engages donors in charitable activities and events. Ensures adherence to the income tax act and the Foundation's regulations for granting. Monitors and reports on the granting activities of funds to stakeholders and engages with charities to provide grant information.	Postsecondary degree (2-4 year) and/or skills training in related field.	Donor Management, Events, Stakeholder Engagement
Fund Development - Grantmaking	203	Fund Development Associate	Senior or Mid-Level Fund Development and Grantmaking	Fund Develop Coordinator; Special Events Manager; Campaign Manager	Plans, organizes, and implements gift campaigns that achieve specific assigned fund development objectives.	Manages all aspects of assigned accounts or areas, including the development and maintenance of effective relationships with individual donors and corporate supporters. Responsibilities may include achieving established fundraising goals, coordinating the activities of volunteers or seasonal staff, conducting analysis of accounts and developing appropriate strategies, communicating the value of the organization to various publics, staffing established volunteer committee, training of volunteer, coordinating fundraising activities or events and related projects.	Postsecondary degree (2-4 year) and/or skills training in related field.	Donor Relations, Supervision, Volunteer Management, Events

Fund Development - Grantmaking	202	Fund Development Specialist	Top Fund Development and Grantmaking	Fund Developer; Development Officer; Major Gifts Manager	Develops, implements, and evaluates fund development techniques	Develops, implements, and evaluates strategies that use specialized fund development techniques such as planned giving, major donor acquisition or engagement of corporate partners. The position will contribute in-depth specialist knowledge and typically function as part of a fund development team. Specific accountabilities may include development of focused fund development strategies and tactics; development and delivery of programs designed to increase community awareness of alternative forms of giving; development and maintenance of relationships with major donors, or corporate partners; consultation with potential donors or groups to facilitate and/or structure gifts, recruit and develop high profile volunteer committees. Provides expert guidance and leadership to the organization and other staff.	Postsecondary degree (2-4 year) and/or skills training in related field.	Strategic Direction, Evaluation, Program Development, Leadership, Stakeholder Relations
Fund Development - Grantmaking	207	Grants Associate	Top Fund Development and Grantmaking	Grant Coordinator; Project Manager, Grants; Relationship Manager, Community Impact	Manages and administers a Community Grants Program.	Accountable for ongoing management and administration of a Community Grants Program and for contributing to the development and delivery of other grant making streams to address emerging community needs. Specific responsibilities include: increasing awareness and knowledge of the program among nonprofit agencies, encouraging grants applications, providing advice to ensure applications are appropriate to the foundation's guidelines. Participates in the grant decision process and ensure that all granting requirements are met. Contributes to the foundation's evaluation processes by providing ongoing monitoring of funded projects to ensure required reports are received and requirement for staged disbursements are met. Contributes to the review and development of community grants criteria and communication strategies.	Postsecondary degree (2-4 year) and/or skills training in related field.	Grants, Evaluation, Marketing and Communications
Fund Development - Grantmaking	206	Manager, Supporter Relations	Senior or Mid-Level Fund Development and Grantmaking	Donor Relations Manager; Development Manager; Manager, Strategic Partnerships	Ensuring customer/supporter satisfaction is achieved	Responsible for all aspects of staff supervision and training for the organization's donations services and products team and for ensuring that the highest levels of customer/supporter satisfaction are achieved. Acts as the liaison between fund development, external suppliers and supporter relations to ensure service level agreements are effectively executed.	Postsecondary degree (2-4 year) and/or skills training in related field.	Donor Relations, Stakeholder Engagement
Fund Development - Grantmaking	204	Researcher	Senior or Mid-Level Fund Development and Grantmaking	Market Analysis; Database Administrator; Prospect Research Manager	Collects and analyzes data to support fund development activities.	Performs professional duties in support of fund development activities with emphasis on acquiring information and analyzing data to identify and track donors, maintain and refine the quality, quantity and integrity of the prospect pool. Creates and updates donor profiles to aid staff and volunteers in building donor relations. Uses database techniques to segment and manipulate data and identify patterns of giving. Ensures fund development staff has information required to cultivate, solicit and steward major gift prospects.	Postsecondary degree(s).	Evaluation, Donor Relations, Database Management

Fund Development - Grantmaking	209	Senior Grants Manager	Top Executive, Top Fund Development and Grantmaking	Manager of Grants and Awards; Vice President, Grants and Community Initiatives; Director, Programs and Strategic Initiatives	Meets board priorities in grantmaking, supervises staff	Researches, designs, and directs granting and community development projects within specific domains in keeping with the priorities of the board. Conducts outreach and liaison on behalf of the foundation and oversees special projects to strengthen the foundation's role as a leader in philanthropy, often in collaboration with other funders, grant makers, and corporate community investment leaders. Recruits and supervises a team of grants staff who manage a complete range of large and small granting programs. Recruits expert advisors as granting volunteers and takes part in all granting streams to generate, assess and review grant proposals. Ensures that grants staff see to appropriate records management; evaluation of granting program impact and monitoring and reporting of individual grants.	Postsecondary degree(s).	Strategic Direction, Grants, Supervision, Volunteer Management
Fund Development - Grantmaking	301	Senior Program Officer	Top Executive	Director of Grants and Community Initiatives; Senior Manager, Funding Services; National Programs Manager	Distributing funds to meet community needs.	This position is typically found in fund granting organizations including governmental bodies, foundations, United Ways, and other public bodies. Responsible for convening communities to identify and resolve issues and to design and implement new large-scale program initiatives (funding, service planning models, etc.). Other responsibilities will include the distribution of funds through identification and assessment of community needs; evaluation of organizations requesting funding and monitoring recipient organizations to ensure effective use of funds received; development of partnerships among business, community, and public sector organizations; and managing the relationships with these organizations. The position may be accountable for community development activities, supervision of staff or volunteers, and for staffing volunteer committees.	No specific requirements, although some level of postsecondary degree is common.	Grants, Volunteer Management, Supervision, Stakeholder Engagement
Fund Development - Grantmaking	201	Top Fund Development Executive	Top Executive	VP Fund Development, Chief Development Officer (CDO), Director of Philanthropy	Planning and overseeing fund development strategy.	Provides strategic guidance of fund development and operational plans required to achieve the organization's fundraising goals and strategically market the organization's brand. Other responsibilities may include planning and directing campaigns to raise funds or gifts in kind; monitoring campaign progress; and building and maintaining relationships with business, community groups, and the public. Specific accountabilities may include ensuring that sufficient volunteers are recruited and trained to enable the success of fundraising activities and events; providing coaching and performance management to fundraising staff and volunteers; optimizing revenues from assigned accounts; developing and fostering sponsor relationships; and developing funding proposals.	No specific requirements, although some level of postsecondary degree is common.	Strategic Direction, Stakeholder Engagement, Donor Relations

General Administration	110	Administrative Support I	Top Executive, Top General Administration	Administrative Assistant, Administrator, Executive Assistant	Provides administrative support to senior managers.	Responsible for providing a broad spectrum of administrative support functions to one or more senior managers. Specific accountabilities may include administration of a technical administrative function such as human resource or benefits administration; participation in the development of project and program submissions; coordination and preparation of reports to top executive, members and funders; coordination of events such as AGM and board meetings; representation of the organization at community or industry meetings; and assistance with fundraising activities. May involve supervision of one or more junior administrative staff.	Some postsecondary or related experience.	Events, Supervision, Administrative Support
General Administration	111	Administrative Support II	Top General Administration, Senior or Mid-Level General Administration	Administrative Manager	Provides general administrative support for the organization.	Responsible for providing secretarial/administrative support including document production, appointment scheduling, and general office duties. Specific accountabilities may include database management (e.g. data input and report generation); public relations document creation; providing support to the Board (e.g. taking and transcribing minutes); and providing technical support to other organization staff.	Some postsecondary or related experience.	Database Management, Administrative Support
General Administration	112	Administrative Support III	Senior or Mid-Level General Administration	Administrative Assistant	Provides clerical support for one or more employee.	Provides general clerical, secretarial and reception support for one or more staff of the organization. Typical responsibilities may include routine word processing, data entry, and computer report generation; general telephone and reception duties; assisting with scheduling and preparation of facilities for meetings; receiving and directing mail; arranging for couriers; and maintaining inventory of office supplies and equipment.	Some postsecondary or related experience.	Administrative Support, Entry Level
General Administration	122	Branch/Business Executive	Board of Directors, National or Regional Top Executive	Manager, Director	Manages branch or chapter of an organization.	Contributes to the development of local strategic and operational objectives. Manages the branch or chapter in accordance with the organization's vision, mission, by-Laws, and policies & procedures. Develops, implements, monitors, and reports on the annual operation plan and budget. Ensures effective utilization of fiscal and human resources and high-quality delivery of all programs and services. Acts as spokesperson for the organization with external entities such as corporations, other organizations, government, the media, and other key stakeholders.	No specific requirements, although some level of postsecondary degree is common.	Strategic Direction, Operations, Budget, Leadership
General Administration	134	Office Manager	Top Executive, Top General Administration	Manager, Administrator	Manages office-related issues and provides administrative support if required.	Takes care of copier, purchase supplies, minor computer user issues, deals with the suppliers of services (e.g. IT services, landlord, cleaners), central purchasing. May also provide administrative duties to the CEO or senior management.	Some postsecondary or related experience.	Operations, Administrative Support



Human Resources and Volunteer Management	108	Human Resources Generalist	Senior Level Human Resources and Volunteer Management	HR Coordinator, HR Generalist, HR Assistant	Manages human resource policies and procedures.	Responsible for the implementation and administration of the organization's human resource policy. Specific duties may include contributing to policy development; recruiting, compensation and benefits planning; administration, performance management; coordination and/or delivery of staff training; and employee relations.	Postsecondary degree (2-4 year) and/or skills training in related field. J70	Policy Development, Payroll and Benefits
Human Resources and Volunteer Management	123	Human Resources Specialist	Top Human Resources and Volunteer Management	HR Manager, HR Coordinator	Develops and manages specific area of human resources policy and procedure.	Accountable for the development and implementation of human resource strategy in one or more specialist areas such as total compensation, organizational effectiveness, training, health and wellness or employee relations. Analyzes and interprets community or industry trends, champions policy initiatives that support organizational values. Manages and administers programs and initiatives.	Postsecondary degree (2-4 year) and/or skills training in related field. May require HR certification by regulatory body.	Operations, Program Management, Payroll and Benefits
Human Resources and Volunteer Management	113	Top Human Resources	Top Executive	HR Director, Manager of Human Resources	Plans and manages human resource policies and procedures.	Accountable for the development of human resource strategy as well as the implementation and administration of policies and programs in support of the strategy. Specific responsibilities include recruitment; compensation, training and development; employee relations; organizational effectiveness; and health and wellness. May also include payroll and benefits administration.	Postsecondary degree (2-4 year) and/or skills training in related field. HR certification by regulatory body.	Supervision, Strategic Development, Payroll and Benefits, Policy Development
Human Resources and Volunteer Management	311	Top Volunteer Resources	Top Executive, Top Human Resources and Volunteer Management	Director of Volunteers, Volunteer Manager	Plans and manages volunteer program, including other employees who work with volunteers if applicable.	Accountable for planning, organizing, directing, controlling and evaluating the delivery of volunteer related activities including recruitment, selection, training, orientation and leadership of a group of volunteers engaged in program activities. Specific accountabilities include development and maintenance of volunteer policies and practices for the organization; coordination of administrative functions relating to volunteers; leadership of staff; performance evaluation of staff and volunteers; budget development and monitoring; and developing and administering a volunteer recognition program. May establish and maintain partnerships with other organizations. Operates at the liaison between management, direct service providers and volunteers.	Postsecondary degree (2-4 year) and/or skills training in related field.	Volunteer Management, Policy Development, Leadership, Budget, Supervision

Human Resources and Volunteer Management	312	Volunteer Coordinator	Senior or Mid-Level Human Resources and Volunteer Management	Volunteer Coordinator, Community Engagement Coordinator	Coordinates volunteer program and volunteers.	Accountable for the delivery of volunteer related activities including recruitment, selection, training, orientation and leadership of a group of volunteers engaged in program activities. Specific accountabilities include contributing to the development of volunteer policies and practices for the organization and coordination of administrative functions relating to volunteers. May be responsible for performance evaluation; participation in budget development and monitoring; and developing and administering a volunteer recognition program. May develop partnerships with other organizations. May liaison between management, direct service providers and volunteers.	Postsecondary degree (2-4 year) and/or skills training in related field.	Volunteer Management, Policy Development, Administrative Support, Stakeholder Engagement+K29
Human Services Specialists	309	Child/Youth Care Worker	Senior or Mid-Level Human Services Specialists	Child Care Worker	Provides care and support to children and youth.	Provides direct services to assigned children. Identifies individual treatment needs and participates in the development, implementation and monitoring of individual treatment plans. Ensures a safe treatment environment consistent with policies and procedures.	Typically requires Alberta Day Care Qualification Level 1 or equivalent (1 year postsecondary).	Children and Youth
Human Services Specialists	317	Career Counsellor	Senior or Mid-Level Human Services Specialists	Employment Specialist; Career Counsellor; Career Advisor	Provides support and advice in relation to career planning.	Responsible for providing career related assessment and counselling, including broad career testing, that focuses on assisting the client to make informed career choices. Administers, interprets and provides feedback on a variety of career-oriented tests of interests, ability, aptitude and personality. Assists clients, with the development and implementation of an individual career action plan.	Qualifications will include certification in the administration and interpretation of career-oriented testing together with a relevant university degree (BA, BSW) or equivalent.	Client Services, Career Services
Human Services Specialists	307	Case Worker	Senior or Mid-Level Human Services Specialists	Crisis Intervention Worker; Client Intake Worker; Case Manager	Provides counselling and related client-focused services.	Provides outreach, crisis counselling and referral, resource counselling, and social assessments. May facilitate group sessions as junior facilitator. Contributes to research projects through providing data entry.	Credentials typically include BSW or DSW.	Client Services, Entry Level
Human Services Specialists	328	Community Disability Service Practitioner	Senior or Mid-Level Human Services Specialists	Community Resources Practitioner; Case Manager; Assistant Team Leader	Plans for and provides client support including direct participation with the client and their support network.	Provides direct support to clients with complex specialized needs. Participates in assessment, person-centred planning and plan implementation. Participates with the client and their support network to facilitate and support the development and documentation of individualized, person centred plans that provide a framework for on-going support and assistance.	Diploma or equivalent formal education and specialized training.	Client Services, Children and Youth
Human Services Specialists	327	Community Disability Service Worker	Senior or Mid-Level Human Services Specialists	Disability Services Worker; Community Support Worker; Direct Support Worker	Assists and supports clients in development of skills and competencies.	Supports and facilitates the development of client skills and competencies to help them fulfil their goals. Implements person-centred plans to support adults, youths and children with individual development, community /disability development, behavior management or personal care. Assists and supports clients to enable them to participate in a meaningful way in their personal life planning and develop basic living and related skills.	Postsecondary degree or diploma in related field.	Client Services, Children and Youth

Human Services Specialists	313	Early Childhood Educator/Educational Assistant	Senior or Mid-Level Human Services Specialists	Child Care Worker, Educational Assistant	Plans and implements programs for young children.	Assists in program planning and implementation and provides care and supervision for young children. May assist the teacher in supervision or evaluation of other team members and overall programming. May provide specific programming to meet needs of assigned children and participate in meetings with parents.	Typically requires Alberta Day Care Qualification Level 3, Ontario Early Childhood Education Diploma or equivalent.	Children and Youth
Human Services Specialists	322	Educational Interpreter	Top Human Services Specialists, Senior or Mid-Level Human Services Specialists	Educator	Develops and presents interpretive programs.	Responsible for the researching, developing and presenting of interpretive programs for visitors of all ages to the institution. Contributes to the preparation of the departmental budget. Develops and produces materials in support of programs. May represent the organization in the local community.	Some postsecondary or related experience.	Education, Client Services
Human Services Specialists	318	Employment Counsellor	Senior or Mid-Level Human Services Specialists	Employment Support Worker; Job Developer; Job Skills Counsellor	Assists clients with educational planning related to employment.	Assists clients with developing and implementing individual educational and employment plans; counsels to address relevant issues. Provides assessment, information and referrals to training programs, employment and educational opportunities and financial aid.	Typical qualifications will include BSW, BA (Psych) or equivalent.	Career Services, Client Services
Human Services Specialists	321	ESL Instructor	Senior or Mid-Level Human Services Specialists	Instructor, Teacher	Provides English language instruction to clients.	Provides English language instruction on an individual or group basis to clients whose first language is not English. Plans, prepares and delivers lessons and workshops. Develops or adapts course materials. Conducts assessments of student needs.	Qualifications include certification in ESL instruction.	Education
Human Services Specialists	334	Head Chef	Top Human Services Specialists	Cook, Chef	Plans and prepares food-related services for clients.	Responsible for all food production for the organization. Develops menus, food purchase specifications and recipes. May develop and monitor food and labor budget, may supervise and train kitchen staff. Ensures the highest professional food quality, storage and sanitation standards.	Food services training and/or relevant experience.	Operations, Residential Services
Human Services Specialists	326	Home Care Support Worker	Senior or Mid-Level Human Services Specialists	Personal Support Worker; Health Care Aide	Provides supports for older adults or disabled clients to maintain their independence.	Assists older adults or disabled clients to maintain their independence by remaining in their home. Independently assists clients by engaging in shared activities and by performing such tasks as light homemaking, laundry, meal preparation and shopping. Reports any changes in client's behaviour or health or any usual occurrences to appropriate resources.	Skills training and/or related experience.	Client Services
Human Services Specialists	310	Housekeeper/Cook	Senior or Mid-Level Human Services Specialists	Cook, Housekeeping Support	Provides services and supports for residents.	Provides housekeeping and cooking services for residents of a group home or similar facility. Observes all food safety requirements and that the facility meets required standards.	Includes food handling training.	Operations, Residential Services

Human Services Specialists	302	Human Services Professional (Non-Specific)	Senior or Mid-Level Human Services Specialists	Family Support Worker; Social Worker; Teacher	Responsible for providing professional assessment, referral or educational services to the organization's clients.	These professionals may include health professionals, teachers, etc. Specific accountabilities may include project management; facilitation of group sessions; planning and execution of research projects; selection, training and coordination of volunteers; compilation and interpretation of evaluation data; and contributing to the development of submissions to funding bodies.	Professional training, relevant experience in a human services area and eligibility for professional registration.	Volunteer Management, Evaluation, Client Services
Human Services Specialists	330	Intake Counsellor/Support Worker	Senior or Mid-Level Human Services Specialists	Intake Coordinator; Outreach Worker; Intake Coordinator	Manages intake of clients for the organization.	Responsible for the intake of clients requesting access to the organization's services. Interviews client to perform an initial assessment of needs and engages with clients to provide information about appropriate services available within the organization and in the community and links client to such services. Makes appointments and referrals for further assistance as required. Maintains statistical information for internal reporting.	Typically requires a Diploma or Degree and strong empathy for client needs.	Client Services
Human Services Specialists	331	Licensed Practical Nurse (LPN)	Top Human Services Specialists, Senior or Mid-Level Human Services Specialists	Licensed Practical Nurse (LPN)	Provides health care services (general nursing).	The LPN performs general nursing duties ensuring emphasis is placed on the physical, mental and social care of the clients.	Requires an accredited LPN Diploma and membership with Provincial College of Licensed Practical Nurses.	Client Services, Health
Human Services Specialists	319	Life Skills Support Worker	Senior or Mid-Level Human Services Specialists	Program Facilitator; Life Skills Coordinator; Family Advocate	Provides skills and support in relation to general life skills.	Provides life skills information and referral support to individual clients or groups in areas such as: household financial management, housing, education, transportation and employment, self-care, homemaking and nutrition. Facilitates access to community and professional resources. May provide linguistic and/or cultural interpretation and translation services as required. May advocate on behalf of clients with employers, landlords and institutions.	Typical qualifications include university degree or diploma with relevant experience.	Client Services, Education
Human Services Specialists	305	Mental Health Clinician/Therapist	Top Human Services Specialists, Senior or Mid-Level Human Services Specialists	Counsellor; Social Worker; Psychologist	Provides clinical therapy services for clients.	This position is a certified clinical professional engaged in clinical therapy helping clients adjust to mental or emotional disturbance or personal crises or deal with stresses associated with illness or injury. Therapeutic processes may include psychological testing, interviews, individual, family or group therapy and may involve the implementation of behaviour modification programs. Collaborates with physicians and other specialists to develop and implement treatment and intervention programs. May be responsible for program development and management or direction of research projects.	Credentials may include; Registered/Chartered Psychologist, RSW (with membership in clinical registry or AAMFT), RN (MSc) BSW's who are applying extensive specific training and hands on experience may fit this position.	Client Services, Health, Research

Human Services Specialists	306	Mental Health/Addictions Counsellor	Senior or Mid-Level Human Services Specialists	Counsellor; Social Worker; Case Manager	Provides counselling related to mental health and/or addictions.	Counsels people to achieve optimum mental health, deal with problems associated with self-esteem, aging, parenting or marital difficulties, deal with the personal and social effects of disabilities or substance abuse. Provides counselling to individuals, families and groups to resolve emotional conflicts. Provides crisis intervention, diagnostic assessment and referral to clinicians. Works closely with mental health specialists, clinicians, and school counsellors. May contribute to research projects as a member of a team.	Typical credentials include: MSW/RSW (not member of clinical registry), Associate AAMFT. Persons with extensive experiential training in their area of practice may also fit this position.	Client Services, Research, Health
Human Services Specialists	315	Occupational Therapist	Senior or Mid-Level Human Services Specialists	Therapist	Plans and implements programs to support clients' self-care, productivity, and leisure.	Identifies, plans and implements client-centred programs to enhance clients' abilities to care for themselves and participate in all aspects of life. Evaluates client's level of functioning in areas of self-care, productivity and leisure, develops intervention programs, monitors client progress and makes recommendations as a member of an interdisciplinary team of professionals, regarding transfer to alternate programs, integration into the community or return to work.	Must be certified by and hold registration in the Professional regulating body in their Province.	Client Services, Health. Career
Human Services Specialists	333	Pastoral Care Support/Chaplain	Top Human Services Specialists	Pastor, Chaplain, Rabbi	Provides spiritual support and counselling.	Provides and offers pastoral care services including emotional and spiritual support, to residents, families, staff and volunteers in a multi-faith context. May be part of an interdisciplinary professional care team and conducts spiritual assessments and ongoing pastoral visits. May conduct worship services and special services as required and is able to connect individuals to specialized counselling or community social services as necessary. Familiar with multi-faith resources and initiates and implements partnerships with faith communities.	May include certification by specific religious body or tradition.	Client Services, Stakeholder Relations
Human Services Specialists	329	Physiotherapist	Senior or Mid-Level Human Services Specialists	Physiotherapist	Develops and implements treatment plans.	Provides physiotherapy services including assessment, implementation of treatment plans, intervention, etc. for clients with acute and chronic health conditions. Collaborates with primary care providers to implement appropriate treatment programs.	Requires registration and licensing by appropriate Provincial authority.	Client Services, Health

Human Services Specialists	304	Program Services Provider (Non-Specific)	Senior or Mid-Level Human Services Specialists	Support Worker; Special Projects Coordinator; Front Line Service Provider	Provides referral services and support to clients. Positions focused on providing counseling services should be matched to positions 305–307 or 317 - 319.	This position will typically function under the supervision of more experienced staff providing support and referral services to the organization's clients. At this level the incumbent is developing skills in providing services to clients. Specific accountabilities may include identification and recruitment of clients in need of services, provision of consumer support services (e.g. child care) including facilitating the development of skills appropriate to the achievement of the client's goals, development of individual service plans for clients, participation in intake/assessment interviews, liaison with client's case manager to ensure that the client meets personal goals.	This position will typically require some formal training in a human services area or child care.	Client Services, Children and Youth
Human Services Specialists	332	Registered Nurse	Top Human Services Specialists, Senior or Mid-Level Human Services Specialists	Nurse	Delivers health services for clients.	Provides professional nursing services for individuals, families, communities and groups. Delivers health education programs and provide consultative nursing services to promote maintain and restore patient health. May provide direction to an interdisciplinary team of professionals.	Certification as Registered Nurse is required	Client Services, Health, Supervision
Human Services Specialists	320	Residential Supervisor	Top Human Services Specialists, Senior or Mid-Level Human Services Specialists	Group Home Supervisor; Residential Manager; Team Lead	Supervises residential treatment program workers.	Provides supervision and support to a team of Child and Youth Workers in a residential treatment program. Responsibilities include assessment of client needs, goal setting, and treatment planning. Develops, implements, and monitors residence budgets. Ensures required case reports are prepared and filed.	Typical credentials include Diploma/Degree in a related discipline.	Residential Services, Children and Youth
Human Services Specialists	303	Senior Program Services Provider (Non-Specific)	Top Human Services Specialists, Senior or Mid-Level Human Services Specialists	Case Manager; Learning Specialist; Team Lead	Provides referrals and support for clients. Positions focused on providing counseling or other clinical services should be matched to positions 305–307 or 317:319.	Responsible for providing support and or referral services to the organization's clients. Specific accountabilities may include identification and recruitment of clients in need of services; provision of consumer support services including facilitating the development of skills appropriate to the achievement of the client's goals; development of individual service plans for clients; participation in intake/assessment interviews; liaison with client's case manager to ensure that the client meets personal goals; management of outreach facilities; training and supervision of staff and volunteers; and acting as a liaison with funders and social workers.	This position will typically require formal training and/or several years of relevant experience in a human services area or child care.	Client Services, Children and Youth, Supervision

Human Services Specialists	325	Settlement Practitioner	Top Human Services Specialists, Senior or Mid-Level Human Services Specialists	Newcomer Family Liaison; Settlement and Integration Counsellor	Works with newcomer immigrants and refugees to support their adaptation to Canadian society.	Assists newcomer immigrants and refugees in their adaptation to Canadian society through education and orientation to life in Canada. Independently conducts client intake and comprehensive needs assessments and develops short- and longer-term settlement plans with individuals, and families. Works with clients in crisis, facilitates resolution of conflicts and makes referrals to appropriate internal or external resources. Develops and maintains effective dialogue with ethno-cultural and other community groups. Involve newcomers and ethno-cultural communities in community-based issue analysis, and policy dialogues. Collaborates with and supports the development of community capacity with groups that share similar settlement objectives	Diploma or certification in a relevant field.	Client Services, Stakeholder Relations
Human Services Specialists	314	Speech / Language Therapist (Pathologist)	Senior or Mid-Level Human Services Specialists	Therapist	Diagnoses and treats or oversees treatment for speech and language problems.	Specializes in diagnosis and treatment of speech and language problems and engages in scientific study of human communication. Diagnoses and evaluates speech and language skills as related to educational, medical, social, and psychological factors. Plans, directs, or conducts habilitative and rehabilitative treatment programs to restore communicative efficiency of children and adults with communication problems. Provides counselling, guidance and language development therapy to developmentally delayed individuals.	Must be a registered member of their provincial association and/or the Canadian Association of Speech Language Pathologists and Audiologists (CASLPA).	Client Services, Health
Human Services Specialists	335	Personal Care Attendant	Senior or Mid-Level Human Services Specialists	Support Worker, Support Staff, Attendant	Provides personal assistance and support.	Provides personal assistance and support services for elderly, disabled, acute, or chronically ill people who require short term assistance or ongoing support. Contributes to a safe environment through knowledge and practice of the organization's policies and procedures.	Diploma or certification in a relevant field.	Health, Client Services
Human Services Specialists	336	Child/Youth Care Assistant	Senior or Mid-Level Human Services Specialists	Child Care Worker	Provides child care and assists in planning of activities.	Provides child care as a member of a multidisciplinary team. Assists in planning of activities. Ensures that licensing requirements are met. May communicate with parents regarding children in care.	Typically requires Alberta Day Care Qualification Level 1 or equivalent (1 year postsecondary).	Children and Youth
Human Services Specialists	338	Kitchen Assistant	Cook, Chef	Assistant	Supports other kitchen staff through preparation and cleaning tasks.	Assist cooks, chefs, and other employees by keeping the kitchens clean and by performing a variety of food preparation tasks.	No specific educational requirements.	Operations, Residential Services
Human Services Specialists	339	Educator	Senior or Mid-Level Program Management and Administration	Teacher, Educator	Interprets and shares materials in the community.	Takes materials and presents and/or facilitates this material to groups in the community. Serving a wider audience in an educational or outreach capacity. May require specialized knowledge (e.g. art history) depending on role.	Some postsecondary or related experience.	Education

Human Services Specialists	340	Educational Counsellor	Senior or Mid-Level Program Management and Administration	Counsellor	Provides counselling and support related to education.	Plays a leadership role for students by providing front-line care. Advises students on educational and personal issues. Collaborates with others to plan and coordinate care for students and family members.	Diploma or certification in a relevant field.	Education, Client Services
International Programs	129	Emergency Preparedness & Response Specialist (International)	Top Executive, Top General Administration	Humanitarian Assistance Manager; Manager, Health & Safety	Monitors and reports on international emergency situations and issues. If this position is not in an international-focused organization, use position 135.	Monitors and reports on emergency situations and issues related to disaster management. Liaises with the country office EPR team. Identifies and formulates project/donor proposals. Follows up on humanitarian action/progress and emergency/early recovery programs implementation, including logistics and evaluation of humanitarian action/progress and emergency programs.	Diploma or certification in a relevant field.	Emergency Preparedness, Operations
International Programs	128	International Program Manager	Top Executive, Top Function or Program Managers	Director, Operations; International Director; International Programs Manager	Works in partnership to develop and provide programs internationally. If this position is not in an international-focused organization, use position 106.	Accountable for providing oversight and direction to country office colleagues by acting as a lead point of contact for development programs of varying complexity. Responsible for working in partnership with internal and external contacts to research, develop and implement programs. Develops and maintains proposals and program plans, manages budgets, timeframes and prepares donor reports. Responsible for the post-implementation monitoring of programs to ensure delivery as planned.	Diploma or certification in a relevant field.	Operations, Donor Relations, Evaluation
Marketing and Communications	107	Communications Director	Top Executive	VP Communications and Marketing, Director of Communications, Communications and Marketing Manager	Develop and execute communications strategies.	Accountable for the development and execution of communications strategies for the organization and its stakeholders in order to achieve a positive public image. Responsible for the articulation and communication of key messages about the organization. Other functional accountabilities may include briefing and supervision of outside suppliers, media relations including approval of news releases, news conferences, writing and editing of a variety of communications materials.	Postsecondary degree(s) and related experience.	Strategic Direction, Media Relations
Marketing and Communications	117	Communications Specialist	Top Executive, Top Marketing and Communications	Communications and Marketing Coordinator, Public Relations Coordinator	Coordinate and implement communications activities.	Responsible for the implementation of communications activities for the organization and its stakeholders in order to achieve a positive public image. Responsible for the communication of key messages about the organization. Other responsibilities may include briefing and supervision of outside suppliers, media relations including coordination of news releases and news conferences, writing and editing of a variety of communications materials, and website maintenance.	Postsecondary degree(s) and related experience.	Website Maintenance, Media Relations



Marketing and Communications	124	Graphic Artist/Designer	Senior or Mid-Level Marketing and Communications	Graphic Designer, Marketing Coordinator, Creative Manager	Develop materials for use in communications and marketing.	Plans, creates, and produces pictures, drawings, and graphics materials using computer graphics software packages or other media. Communicates artistic themes in flyers, posters, advertising, handbooks, or other presentation materials. May contribute to website design and maintenance.	Some postsecondary or related experience.	Website Maintenance
Marketing and Communications	133	Top Marketing and Sales	Top Marketing and Communications	Communications Manager, Marketing Coordinator	Develop and implement marketing plan.	Develops the strategic direction of the organization's branding, and marketing initiatives and leads the design, development and implementation of the marketing plan using a variety of communication channels. Identifies changing marketing environments, evaluates outcomes and adjusts strategy as required to ensure goals are achieved.	Some postsecondary or related experience.	Evaluation
Program Management and Administration	132	Bid and Proposal Specialist	Top Program Management and Administration	Program and Resource Developer; Partnerships and Funder Relations; E83Project Coordination Specialist	Prepares bids and funding proposals.	Prepares proposals in response to funding opportunities; maintains data and organizational qualifications on templates used by main funding agencies; coordinates internal staff or external consultants who contribute to the proposal development.	Some postsecondary or related experience.	Supervision, Grants
Program Management and Administration	115	Event Coordinator	Senior or Mid-Level Program Management and Administration	Development Coordinator; Manager, Fundraising and Association Events; Special Events Manager	Develops and manages all aspects of organization's events.	Develops and delivers a variety of events intended to promote the mission of the organization, contribute to fund development, recognize volunteers or any other purpose of significance to the organization. Responsibilities may include event program planning and logistics; marketing and communications; registrations; recruiting and coordinating volunteers; liaison with one or more other organizations who may be co-sponsors of the event, budget monitoring and adherence, identification of sponsorship opportunities and recruiting of sponsors and/or exhibitors.	Some postsecondary or related experience.	Events, Stakeholder Engagement
Program Management and Administration	131	Policy Researcher/Analyst	Senior or Mid-Level Program Management and Administration	Research and Evaluation Analyst; Research Coordinator; Manager, Policy and Research	Performs research and analysis for programs and/or other aspects of the organization's work.	Monitors opportunities, changes and advancements in program delivery, program opportunities, organizational policies, and policies of external entities (government, competitors, collaborators and allies) and provides information on implications for the organization. Understands and writes up potential implications for the organization of changes in the external policies and programs. Uses program information (objectives, deliverables, results, etc.) to plan for new programs and discuss policy and other program barriers, obstacles, risks, strengths and weaknesses, including context analysis for new programs	Postsecondary degree(s) in a related field.	Operations, Stakeholder Engagement, Program Development

Program Management and Administration	130	Program Coordinator	Mid-Level Program Management and Administration	Assistant Team Lead; Program Coordinator; Project Assistant	Delivers programs for clients, members, and other stakeholders.	Accountable for the delivery of one or more client-centered initiatives, programs or activities in support of identified community or industry needs. Specific accountabilities may include supervision; development and evaluation; case management; and liaison between management and direct service providers. The position may be responsible for the leadership of a team of members, service providers and volunteers.	Some postsecondary or related experience.	Supervision, Evaluation, Client Services, Volunteer Management
Program Management and Administration	106	Program Supervisor	Top Executive, Top Program and Administration	Program Director; Team Lead; Service Delivery Manager	Supervises program delivery including employees and volunteers if applicable.	Accountable for the design, development, and delivery one or more client-centered initiatives, programs, or activities in support of identified community or industry needs. Specific accountabilities may include program evaluation; coordination of administrative functions; participation in budget development and monitoring; staff recruiting, supervision, development and evaluation; establishing and maintaining partnerships with other organization; case management; community development activities; and participation as part of the management team and liaison between management and direct service providers. May be responsible for the leadership of a team of members, service providers, and volunteer, either directly or through subordinate program leaders. May be responsible for coordination and monitoring of significant programs through liaison with members, the business community, other community or industry groups, and volunteers.	Some postsecondary or related experience.	Evaluation, Budget, Stakeholder Engagement, Volunteer Management, Supervision
Program Management and Administration	316	Supervisor Clinical Services	Top Executive, Top Program Management and Administration	Clinical Supervisor; Manager, Service Work; Clinic and Intake Manager	Supervises clinical team and ensures quality of care.	Responsible for directing the daily operations of clinical team members and contracted providers including providing clinical direction and consultation for cases of assigned staff. Supervises, trains, and monitors performance of clinical team including contracted providers. Maintains appropriate clinical staffing levels, contributes to the development of budgets. Provides clinical back-up on complex situations and cases. Consults with client representatives, proposes delivery options, and ensures efficient delivery of services. Monitors statistics and staff and program outcomes. Prepares reports for management.	Postsecondary in clinical services or related field, supervision experience.	Supervision, Operations
Program Management and Administration	109	Technical/Program Administrator (Nonspecific)	Senior or Mid-Level Program Management and Administration	Communications Coordinator; Information Specialist; Database Administrator	Completes tasks related to one or more specialized areas.	Performs technical or semi-professional administrative functions requiring an understanding of one or more moderately complex technical areas. Examples of specific accountabilities may include research, program administration, data management and development of non-standard reports from databases.	Postsecondary related to technical or administrative function.	Administrative Support, Research, Database Management

Property Management and Maintenance	502	Caretaker	Top Executive, Top Property Management and Maintenance	Janitor, Caretaker	Maintains building and grounds.	Provides routine cleaning and minor maintenance work relating to the upkeep of buildings and grounds. Specific accountabilities may include snow removal; sweeping, mopping and vacuuming; stripping sealing and waxing floors; and removing waste materials.	Training or experience in one or more relevant trades.	Operations
Property Management and Maintenance	504	Maintenance Supervisor	Top Executive, Top General Administration	Maintenance, Caretaker	Oversee and manage maintenance needs of property.	Provides direction and leadership to ensure building maintenance processes are performed to ensure safe, cost effective operations are maintained in one or more facilities. Monitors facility systems, plans, schedules and implements proactive, predictive and preventative maintenance, modifications, new installations and repairs. Oversees service contracts.	Qualifications include a working knowledge of electrical, mechanical and HVAC systems.	Administrative Support
Property Management and Maintenance	501	Maintenance Worker	Top Property Management and Maintenance	Maintenance, Janitor	Performs maintenance tasks.	Provides required and preventative maintenance services on buildings, grounds and vehicles. Specific accountabilities may include repair of furniture; minor building renovation and modification; minor plumbing or electrical repairs including the repair and maintenance of small electrical motors and appliances; repair and maintenance of small gasoline powered equipment such as lawn mowers and snow blowers; and arranging for servicing of more complex equipment. Maintains control of inventory of maintenance and cleaning supplies and equipment.	Training or experience in one or more relevant trades.	Operations
Property Management and Maintenance	505	Property Manager	Top Property Management and Maintenance	Manager	Manages property and grounds.	Oversees and coordinates the administration, accounting, maintenance, operation and improvement of one or more of the agency's properties. Ensures that properties are properly maintained and comply with codes and municipal bylaws. Prepares and monitors budgets. Negotiates, and administers leases and other legal agreements. Builds and maintains positive relations with tenants. Deals with tenant and owner concerns such as parking, heating, maintenance, security, insurance, rent payments and the enforcement of rules, regulations and by-laws.	No specific educational requirements.	Administrative Support, Budget, Residential Services, Operations
Property Management and Maintenance	506	Residential site manager	Top Property Management and Maintenance	Manager	Manage and maintain residential facilities.	Responsible for the management of daily operations, maintenance, and administration of assigned location(s). Typical responsibilities may include setting up appointments and conducting unit showings with prospective tenants; responding to current and/or prospective tenant inquiries; arranging move-out inspections and prepare move-out reports; managing tenant maintenance requests including proper follow up to ensure satisfaction and completion; scheduling cleaning and repair of turnover suites and common area amenity space; inspecting buildings and vacant suites to report on any deficiencies and maintenance requests; and responding to after-hours building emergencies during assigned times.	No specific educational requirements.	Residential Services, Operations

Records Management and Information Technology	402	Systems Support Coordinator	Top Records Management and Information Technology	IT Coordinator	Designing and maintaining systems.	Responsible for design, planning, installation and maintenance of less complex systems. Specific accountabilities may include one or more of: desktop systems support, network administration, Email systems support, telephone systems support, database administration, training users in system operation.	The position will generally require a technical diploma or degree and relevant systems experience.	Database Management, Administrative Support, Website Maintenance
Property Management and Maintenance	503	Truck Driver	Top Property Management and Maintenance	Driver	Operate truck and make deliveries.	Operates a truck or van (5 tons or less) to make regular deliveries and pick-ups within the city. Loads and unloads own vehicle. Pre-sorts load items to match delivery route sequence. Ensures delivery or pick-up documentation is complete.	Appropriate class of license	Operations
Property Management and Maintenance	507	Facility or Hall Manager	Board of Directors (Working Board), Top Executive	Manager	Manage facility rentals and programming.	Oversees the leasing of rental space. May be the first point of contact for potential renters and are mainly responsible for the administration, operation and marketing of the facilities and the programming offered. Maintains a calendar of events and rentals, answers requests for information, carries out board policies and procedures for rental/leasing, site tours, and damage assessments. Meets with renters to ensure compliance with the rental policies and may engage in light cleaning and maintenance of the rental facility.	No specific educational requirements.	Operations, Events
Records Management and Information Technology	323	Curator	Top Records Management and Information Technology	Curator	Develop and manage collections and exhibitions.	Responsible for the management and policy development for collections and exhibitions, including directing staff. Responsibilities may include research in support of collections, selecting and documenting acquisitions, exhibition planning, promotion and implementation. Ensures the preservation of collections.	This position typically requires a Post Graduate degree, but smaller organizations may find a bachelor's degree sufficient	Operations
Records Management and Information Technology	401	Information Systems Manager	Top Executive, Top Program and Administration	Information Systems Specialist	Develop and manage information systems.	Accountable for the overall development and operation of information systems to support and facilitate management of the organization. Systems may be centralized or decentralized and may also include voice and data communications. Specific functional accountabilities include identification of short- and long-range systems needs and development of suitable response strategies, design, development, implementation, and maintenance of systems, data security. May have one or more information systems specialists as direct reports.	Some postsecondary or related experience.	Database Management, Operations, Supervision
Records Management and Information Technology	324	Library Technician	Top Records Management and Information Technology	Library Assistant	Operate and maintain library services.	Ensures the efficient operation of library services, including the implementation of library policies and procedures. Maintains library catalogues and inventory of library materials. Coordinates distribution and return of library materials. Responds to internal and external inquiries. May assist library patrons with research.	Typical qualifications include a Library Technician Diploma or equivalent.	Research, Administrative Support