

### About Hamilton Jewish Family Services

Hamilton Jewish Family Services is a multi-service, community-based non-profit agency located in Dundas, Ontario. Guided by Jewish values and traditions, HJFS supports individuals, children, families, older adults, newcomers, Holocaust survivors, and people experiencing poverty, isolation, food insecurity, mental health challenges, and life transitions.

We are seeking a thoughtful, skilled, and highly organized Marketing and Communications Coordinator who can help tell the story of our agency with care, clarity, professionalism, and purpose. This role requires someone who understands that communication in a social service and community-based setting is not only about promotion; it is also about trust, dignity, cultural sensitivity, discretion, and relationship-building.

Our core services include mental health and well-being supports, poverty reduction and life navigation, seniors programming, newcomer support, Holocaust survivor assistance, volunteer engagement, and Carol's Cupboard, our kosher food bank. HJFS serves the Jewish community while also working with clients, partners, donors, volunteers, and community members from diverse backgrounds and circumstances.

This is an opportunity to play a meaningful role in a respected community agency that supports people across many stages and circumstances of life. The Marketing and Communications Coordinator will help strengthen HJFS' visibility, tell the story of our impact, and ensure that clients, donors, volunteers, partners, and community members understand who we are, what we do, and why it matters.

### Position Summary

The Marketing and Communications Coordinator supports HJFS' marketing, communications, digital platforms, printed materials, community campaigns, social media, and brand presence. This is a hands-on, in-person role for someone who is creative, organized, digitally fluent, and able to manage multiple priorities in a small but active non-profit environment. The position may be suitable for an early-career candidate with strong writing, design, digital, and organizational skills.

### Responsibilities

- **Marketing, Communications, and Brand:** Create clear, consistent, mission-aligned communications that reflect HJFS' values, programs, campaigns, community role, and visual identity.
- **Website, Calendar, and Registration:** Maintain responsibility for website updates, event listings, online calendars, registration links, program information, and campaign pages so public information remains current and accurate.
- **Social Media and Digital Content:** Plan, create, schedule, and monitor content for platforms such as Facebook, Instagram, LinkedIn, and other relevant channels, using a tone that is professional, sensitive, and community-aware.
- **Email Communications and Contact Lists:** Manage email newsletters and campaign communications, monitor relevant inboxes, and keep Mailchimp/contact lists clean, organized, segmented, and up to date.
- **Campaigns, Events, and Community Engagement:** Support annual campaigns, food drives, fundraising initiatives, in-person and virtual events, workshops, registrations, promotional materials, follow-up communications, and donor/community updates.
- **Printed and Digital Materials:** Develop brochures, flyers, posters, signage, presentations, templates, donor materials, program-specific pieces, and general HJFS collateral using tools such as Canva and Microsoft 365.

- **Storytelling and Impact:** Work with staff to translate program activity, client/community impact, and agency milestones into respectful stories, updates, and materials while protecting privacy, dignity, consent, and confidentiality.
- **Analytics and Reporting:** Track basic social media, email, website, campaign, and event performance and use this information to improve communications and engagement over time.

## Qualifications

- Post-secondary education, training, coursework, volunteer experience, freelance work, internships, portfolio work, or demonstrated ability in marketing, communications, public relations, journalism, digital media, design, non-profit work, or a related area.
- Strong writing, editing, proofreading, design, organization, judgement, and attention to detail.
- Experience creating social media content, newsletters, website updates, posters, flyers, digital campaigns, event promotions, or community communications is an asset.
- Experience in a non-profit, social service, health, community, cultural, or faith-based setting is an asset.

## Technical Skills

- Expertise with Microsoft 365, Canva, social media platforms, email marketing tools such as Mailchimp, and website content management systems.
- Experience with Google Analytics, Meta Business Suite, LinkedIn Insights, SEO basics, photography, video editing, Adobe Creative Suite, or AI tools is an asset.
- Ability to learn new platforms quickly and use digital tools responsibly, accurately, and efficiently.

## Core Competencies

- Excellent written and verbal communication skills, with the ability to adapt tone for clients, donors, volunteers, staff, Board members, community partners, and the broader community.
- Strong discretion, cultural sensitivity, confidentiality, and judgement when communicating about vulnerable populations, complex community issues, and the Jewish community context.
- Creative, collaborative, self-directed, organized, and able to manage multiple deadlines while receiving feedback and revising work as needed.

## Working Conditions

- Permanent part-time position: four days per week, 30 hours per week, based at Hamilton Jewish Family Services in Dundas, Ontario.
- This is an in-person position. Remote or work-from-home arrangements are not available for this role.
- Occasional evening, Sunday, or local off-site work may be required for events, campaigns, meetings, photography, or community activities.
- The successful candidate must be legally entitled to work in Canada. A police records check may be required.

## Application Instructions

Interested applicants are invited to submit a resume and cover letter outlining their relevant experience and interest in joining Hamilton Jewish Family Services. Applications should be submitted through the job platform where this posting appears or by email to: [hr@hamiltonjfs.ca](mailto:hr@hamiltonjfs.ca)

We thank all applicants for their interest. Only those selected for an interview will be contacted. HJFS is committed to an inclusive, accessible, and respectful recruitment process. Accommodation is available upon request for candidates participating in all stages of the selection process.