

Job Description – Community Outreach Coordinator, Lethbridge

The Calgary Military Family Resource Centre (MFRC) is a non-profit, charitable organization dedicated to the support and enrichment of Canadian Armed Forces (CAF) members and their families.

Our Vision

Engaged and resilient Canadian military and veteran families.

Our Mission

Support and empower military and veteran families, through connection within our community.

Our Values

The Calgary MFRC is committed to the following ethical values to meet the mission:

- **Service** - *Our military family community is at the heart of everything we do. We listen, adapt, and deliver. When we work hard, respond with urgency and act in service to others, we create a lasting and positive impact.*
- **Unity** - *Together, we are stronger. We believe that individual differences strengthen our community, and we embrace the evolving definition of family. We approach our work with a collaborative mindset and nurture relationships based on equality and inclusion.*
- **Impact** - *We care deeply about the work we do and the people we serve. We are dedicated to building resilience and constantly seeking new ways to deepen our impact. We're empowered to make decisions that are best for the long-term health of the military family community we serve.*
- **Integrity** - *We act truthfully, operate honourably, and do the right thing always. We support and share responsibility with the members of our team, showing empathy and respect along the way. We build trust through transparency, confidentiality, and open communication.*

Position Summary:

The Lethbridge Community Outreach Coordinator's primary focus is to

- Facilitate any referrals from the Lethbridge CAF community to the appropriate service centers in the Calgary MFRC
- Build and maintain relationships with both the Lethbridge CAF units as well as CAF family members
- Increase the MFRC's presence in Lethbridge and assist in furthering the mission of Empowering Canadian Military Families
- Be a conduit of referral to supports available in Lethbridge to CAF and Veteran members and families
- Development, implementation and delivery of meaningful events and activities for the Lethbridge CAF community
- Develop and execute community events

This position is for a fixed term of 12 months but may extend depending on community needs.

Expected start: April 2026



Position Title: Community Outreach Coordinator, Lethbridge
Reports to the: Executive Director
AOR: Military Communities in Lethbridge, and surrounding area
Location: Vimy Ridge Armoury, 337 Stubb Ross Road, Lethbridge;
Salary Range: \$20-\$30 per hour
Term: Twelve-month contract (Fixed Term)
Hours: Total of 8 hours per week, with occasional additional hours as needed

- Wednesday 12 PM – 8 PM
- 1 hour for lunch, unpaid
- Occasional evenings and weekends
- Occasional additional hours as needed

Responsibilities:

Build Engagement with Lethbridge CAF Community

- Enhance the awareness and access of the MFRC programs and services to Lethbridge CAF and veteran community
- Develop meaningful partnerships within the Lethbridge civilian community which support health and wellness as well as identified need for CAF and veteran families
- Provide opportunities for CAF and veteran families to interact and increase their sense of CAF and veteran community
- Increase volunteerism within the Lethbridge CAF and veteran community
- Strengthen communication between the Calgary MFRC and Lethbridge/Lethbridge CAF units and the CAF families
- Attend Parade nights each Wednesday to promote Calgary MFRC and opportunities for engagement
- Maintain the *Caring Cupboard* with food items in the MFRC office in the Lethbridge armoury
- Facilitate workshops that support the needs of CAF and veteran families in Lethbridge
- Identify and connect with Lethbridge businesses that support military. Ie: discounts for military members, etc. and provide this information to Lethbridge CAF and veteran families
- Regular visits to local Legions to share updates for MFRC
- Regular visits to Lethbridge Veteran Food Banks to share updates for MFRC
- Liaise with Lethbridge wellness community to share updates about MFRC and garner information needed for making referrals of CAF and veteran families for supports as needed
- Coordinate distribution of gift cards to Lethbridge CAF families, as needed

Event Support

- Coordinate the Lethbridge family youth summer camp subsidy: *Camp Your Choice*
- Initiate and explore themes for high-yield and mission-driven events



- Source and secure complimentary tickets for local events for CAF and veteran families to attend (ie: Hurricanes hockey games, etc.)
- Attend appropriate community events and staff a MFRC info booth
- Host two annual events for local CAF and veteran families: MFAD Appreciation (Sept), Holiday Event (Dec)
- Actively work with other members of the Calgary MFRC on an ongoing basis to refine event elements, introduce new ideas, and identify the resources needed to support the events
- Work collaboratively with the Volunteer Coordinator to identify volunteer needs and opportunities to support events and to ensure there is an appropriate mechanism for volunteer scheduling and supervision at each event
- Assists with the scheduling and supervision of event volunteers as required
- Work with Communications staff to develop appropriate marketing initiatives to maximize promotional opportunities
- Evaluate the success of each event within a reasonable amount of time post-delivery using an existing measurement model matrix
- Liaise with the Volunteer & Partnership Coordinator to ensure that any donor and sponsorship needs are met
- Create local partnerships for discounts, donations, sponsorships, and gift-in-kind
- Perform other duties as required

Organizational Excellence and Wellbeing

- Contribute to inspiring and community building experiences through your role and responsibilities
- Be the point of contact for Lethbridge CAF and veteran families for questions or access to support
- Demonstrate commitment to workplace health and safety by following safe work practices, participating in employer training, and adhering to policies included in the Calgary MFRC HR Policies book
- Able to participate in virtual meetings and be part of the Calgary MFRC team meetings using the online meeting platform Teams
- Actively support a positive work environment through creating an atmosphere of inclusion, engagement, and fulfillment in line with Calgary MFRC values of Service, Unity, Impact, and Integrity.
- Be available for occasional travel to Calgary for team building events, training, and other activities as identified by supervisor.
- Be available at start of employment for four consecutive workdays in Calgary for orientation.

Qualifications:

- Social work or psychology Certificate
- Suggested 2 years' experience in social work
- Prior experience in a not-for-profit organization preferred
- Ability to speak comfortably and present information in front of a group
- A friendly and approachable personality
- Computer efficiency is essential including proficiency with MS Office Suite (excel, word, etc.)



- Exceptional organizational skills and attention to detail
- Strong time management skills and ability to prioritize tasks
- Proficient verbal and written communication skills for effective engagement with clients, team members, vendors, and other stakeholders
- Demonstrated strong interpersonal and communication skills in a client-faced setting
- Ability to work independently and in a team environment
- All successful candidates will be required to go through Police Information Check as a condition of employment
- A valid driver's license and reliable vehicle is required for this role to support your ability to travel to various locations in Lethbridge and the surrounding areas
- This position works in an office environment.

This posting will close when a suitable candidate has been hired. We thank all candidates for their interest. Only those selected for an interview will be contacted. To be considered for this position, please email your resume, and a cover letter indicating why you are interested in this role, to info@calgarymfrfc.ca with "Lethbridge Community Outreach Cdr" in the subject line.