

JOB POSTING: Communication & Community Engagement Lead Support

Date of Posting:	May 20, 2026
Position:	Permanent Full-Time – Communications & Community Engagement Lead Support
Job ID:	CCH-2609
Bargaining Status:	C.U.P.E. Local 4891
Vacancy Type:	New Position
Hours of Work:	35 hours per week
Service Area:	Executive
Program/Department:	Communications
Reports To:	Director, Communications
Hourly Rate/Salary:	\$52,794 to \$63,609
Start Date:	As soon as possible

About CommunitiCare Health

We are a first of its kind community health care agency that provides a full range of community health care and support services in Toronto, offering a blend of community support services, community mental health and addictions services, supportive housing, inter-professional primary care and home care services. We continually look for ways to better serve our clients and our community and to equitably provide access to community care to keep our clients healthy and happy at home.

Position Statement/Summary

As part of the CommunitiCare Health administrative team, and reporting to the Communications Director, this role supports the execution of CommunitiCare Health's Communications and Community Engagement Plan.

The Communications & Community Engagement Lead Support role focuses on day-to-day communications activities including website updates, social media coordination, printed materials, and client-facing communications. The coordinator also assists with planning and





supporting community events and outreach activities that promote CommunitiCare Health programs and services.

Key Responsibilities

Under the direction of the Communications Director, the Lead Support will undertake the following:

Communications – Print

- Create, edit and post signage to ensure information for clients and staff is updated in a timely manner (e.g., health education information on monitors in reception areas, posters, signage supporting client care initiatives, internal announcements).
- Assist with the development and distribution of external communication materials including program calendars, flyers, posters, handouts, and client notices.
- Develop client information materials such as program handouts, new client information.
- Assist with the production of the organization's Annual Report.
- Ensure printed materials follow organizational branding standards and accessibility guidelines.
- Other duties as required.

Communications – Digital

- Update the CommunitiCare Health website to ensure program calendars, announcements, and service information remain current.
- Assist with social media by scheduling, coordinating, writing, and editing content across organizational channels.
- Create and maintain a photo library of programs, events, and organizational activities.
- Maintain contact lists used for distributing communications materials.
- Assist with staff communications by posting updates and announcements on the staff intranet.
- Coordinate and update electronic displays, presentation boards, and information boards across sites.
- Other duties as required.



- Assist with planning and coordinating community outreach events, program launches, and public education activities.
- Support logistics for community meetings and events including materials preparation, promotion, registration tracking, and on-site coordination.
- Work with program teams to promote events and community initiatives through print and digital channels.
- Help document events through photography and video for future communications.
- Other duties as required.

Administrative Support

- Support quality improvement initiatives by assisting with the administration of annual client satisfaction surveys (mail merges, mail-out coordination, translation coordination, tracking responses).
- Assist program teams with communications-related projects and promotions.
- Assist with preparation for the Annual General Meeting and other organizational events.
- Order branded materials such as business cards, envelopes, and appointment reminders to ensure branding and information remain accurate and consistent.
- Other duties as required.

Qualifications

- Post-secondary diploma or degree in communications, public relations, marketing, or a related field, or an equivalent combination of education and relevant experience.
- **1–3 years of communications experience**, including internships, placements, or work experience (preferably in a nonprofit or community-based organization).
- Strong writing, editing, and proofreading skills.
- Demonstrated ability to work independently while collaborating within an interdisciplinary team.
- Strong organizational skills and attention to detail.
- Strong interpersonal and communication skills.



Skills

- Experience creating print and digital communications materials.
- Basic design skills using programs such as Canva or Adobe Creative Suite.
- Experience managing or supporting social media accounts.
- Familiarity with website content updates (WordPress and SharePoint).
- Ability to coordinate multiple projects and timelines.
- Strong problem-solving and time management skills.
- Understanding of plain language and accessible communications practices.

Note to Internal Applicants

Employees who have completed the Probationary Period in their current position may apply in writing for this position. A successful internal candidate shall be placed into the position for a trial period of thirty (30) days. If at any time during this period CCH determines that the applicant is not suitable for the new position, or the employee feels that they are not suitable for the position, the applicant shall be returned to their former position.

Note to External Applicants

We thank all the applicants for their interest and advise that only those selected for an interview will be contacted. We would appreciate no phone calls until you are contacted directly by Human Resources.

As part of our hiring practices, we encourage and particularly welcome resumes from traditionally marginalized communities. This includes but is not limited to persons with lived experience, people of colour, indigenous peoples, persons with disabilities, and members of the 2SLGBTQI+ community.

CommunitiCare may use artificial intelligence (AI) tools during the recruitment process to support candidate selection, screening, and assessment. These tools assist with administrative and screening functions and do not replace human review or decision-making processes.

If you have any requirements for accommodation due to disability, please advise Human Resources during the recruitment and selection process. We will work with you to best meet your needs as per the resources available to us.

CommunitiCare Health is a scent-free environment.





How to Apply

Submit to: Human Resources at jobs@communiticare.org

Submission Deadline: June 3, 2026

Please indicate the Job Reference Number (CCH-2609) in the email subject line

