



## **About Brampton Library**

Working collaboratively with a team of 200+ staff overall, your unique skills and experience complement our future-forward approach to public library service. The work Brampton Library does is at the heart of Canada's ninth largest and second fastest growing city.

With a median age of just 34.7, Brampton is a young, modern city with a well-developed economic base. Exciting and multicultural, people from around the world have come here to live, work and play. Representing more than 170 different cultures and speaking more than 70 languages, Brampton residents deeply value and respond to our free library services and programs. Together we are inspiring connections, in our branches and beyond.

**Position Title:** Manager, Programs & Outreach  
**Location:** Brampton, Ontario  
**Job Type:** Regular, Full-time  
**Job Term:** Permanent  
**Job ID:** 28-2021  
**Posting Status:** Open  
**Closing Date:** December 2, 2021 at 4:30pm EST

### **POSITION SUMMARY**

Reporting to the Director, Community Engagement and Partnerships, the Manager, Programs and Outreach is responsible for the overall development and advancement of programs, outreach and partnerships as it relates to the organization's vision, mission, values and strategic objectives and priorities.

### **Key Qualifications**

- A Master's degree in Library and Information Science from an ALA accredited institution.
- Demonstrated knowledge of services in the identified target service areas with at least 7 years progressive experience, including 3 years of supervisory experience in a unionized environment. Demonstrated leadership capacity is key.
- Required technical competencies such as proficient in all Microsoft and Google applications; effective in building and delivering presentations; specialized subject matter expert and knowledge.
- Demonstrated ability to prioritize, multi task and coordinate service delivery, translating goals and objectives to tangible results and outcomes; demonstrated ability to assess the service requirements and collection needs of a multi-branch library system.
- Demonstrated ability to maintain positive working relationships and to work collaboratively and effectively with a broad spectrum of individuals; demonstrated ability to establish and maintain effective relations with suppliers.
- Proven ability to generate, implement and evaluate new ideas, plans and programs.
- Excellent verbal/written and interpersonal skills; uses tact and diplomacy; effectively delivers consistent messages providing the right information at the right time to the right audience.

- Ability to consistently demonstrate excellent customer service across the Library.
- Demonstrated level of integrity and confidentiality and results oriented
- This position requires occasional travel, visiting multiple branch locations based on operational requirements, as well as schedules and projects during the week, including evenings and weekends.

### **Major Responsibilities**

- As a strategic member of the management team, the incumbent is responsible for developing and implementing system-wide programs, outreach and partnership frameworks for the Library as it relates to the external customers and partners. This framework includes goals, objectives and strategies that are aligned to the overall vision and mission of the Brampton Library.
- Works collaboratively with other departments to modify, improve and operationalize a results-oriented program and outreach plan to increase collective knowledge and integrated outcomes. Collaborates to build internal engagement and accountability measures for all programs with all stakeholders
- Ensures a strong focus on diversity, equity, and inclusion in the development of programs, outreach and partnerships in order to build community, foster a sense of belonging, create a more inclusive environment to support customers and individuals from diverse backgrounds and social identities.
- In depth involvement in community partnerships development. Cultivates and maintains effective partnerships with diverse external organizations, thought leaders and vendors A strong community engagement component where the incumbent provides oversight for the Library's community engagement and outreach activities related to all targeted service areas.
- Own the development, analysis and measurement of program impact with key metrics and objectives.
- Responsible for the coordination, operation and development of identified target services for the system including programs and outreach.
- Coordinates staff across the system involved in the development of identified target services.
- Participates in project planning and on systems teams as assigned; uses expertise in improvement initiatives and evaluation of processes and outcomes.
- Researches, prepares and submits recommendations, reports, and statistics and budget requirements necessary to the planning of effective services. Monitors assigned budget areas on a system basis
- Maintains current awareness of trends and developments in the identified target service areas incorporating best practices in new program outputs.
- Responsible for the selection, hiring, evaluation, and discipline of direct-report staff and other staff assigned to the target service area on a permanent or temporary basis; identifies coaching and mentoring opportunities for staff; administers employment policies and procedures and the collective agreement in consultation with the Director, Community Engagement and Partnerships and Human Resources staff.
- Provides system wide training in the identified target service areas as required.
- Performing other duties as assigned.

**THE NEXT STEPS:**

If this opportunity matches your interest and experience, please email your résumé, cover letter and application to our Human Resources Team, quoting reference #28-2021, to [careers@bramlib.on.ca](mailto:careers@bramlib.on.ca). Applications for this role will be accepted up to 4:30pm EST on December 2, 2021.

The Brampton Library is an Equal Opportunity Employer. We are committed to employment equity and diversity, including an inclusive barrier-free recruitment and selection processes and work environments. Brampton Library invites applications from all qualified individuals. The Library welcomes applications from racialized persons, Indigenous peoples, persons with disabilities, and persons of any sexual orientation or gender identity. Feel free to self-identify on your cover letter. Preference will be given to candidates from equity-seeking groups above.

Accommodations are available on request for candidates taking part in all aspects of the selection process. Please email [careers@bramlib.on.ca](mailto:careers@bramlib.on.ca) for any questions and concerns regarding application and accommodations. Any information received relating to accommodation measures will be addressed confidentially.