



# Communications Manager

(PERMANENT, FULL-TIME)

**Location:** Hybrid, but the candidate must have the ability to come to the office as needed

**Schedule:** 35-40 hours per week, flexible

**Compensation:** \$63,640 - \$72,800/year (based on a 40-hour work week), generous paid leave, extended health benefits available on commencement

## ABOUT US:

[SWAN Vancouver](#) is a non-profit organization with offices located on the stolen ancestral lands of the Musqueam, Squamish & Tsleil-Waututh Nations; our work takes us to and through the unceded territories of many other Nations. Through frontline services and systemic advocacy, SWAN promotes the rights, health, and safety of im/migrant women who are engaged in indoor sex work. Centering safety, rights, self-determination, equity, and integrity, SWAN is an anti-racist, intersectional feminist organization that prioritizes the voices, lived realities, and needs of the im/migrant women we serve. All of the women accessing SWAN's services are racialized, and our service and work are strongly influenced by multiple and varied intersections that im/migrant women experience in their lives, including race, class, age, socioeconomic and immigration status, language, and ability.

## THE OPPORTUNITY:

SWAN is looking for a Communications Manager who is passionate about SWAN's mission and skilled in communications, in an advocacy and service provision context. SWAN has recently gone through a period of significant growth. You, the ideal candidate, are excited to deepen relationships with SWAN's supporters and contribute to SWAN's growing team. You are a collaborative and thoughtful team member who communicates clearly and honestly, engages people in planning and decision-making processes, and bring your commitment to intersectional feminism and anti-racism into every aspect of your work.

The Communications Manager will lead communications (both individual and institutional) efforts within a small non-profit team (currently 8-10 staff). The successful candidate will serve as a passionate, visionary team member whose primary role is to build and steward SWAN's connections with our supporters, community partners, and the general public through effective communications and strategic coordination. The ability to work effectively with people from various abilities, life situations, and cultural backgrounds is also critical.

SWAN recognizes that people from communities who experience structural marginalization and oppression (e.g., on the basis of gender, ethnicity, citizenship/immigration status, sexual

#325 – 1101 SEYMOUR STREET  
VANCOUVER, BC  
V6B 0R1

orientation, socioeconomic status, involvement in sex work) may be less likely to apply for managerial positions. We strongly encourage you to apply if you have a passion for SWAN's mission and meet the required qualifications and competencies. Applicants with lived experience in sex work, im/migration, and/or the migrant work sector will be given preference. *Please note that it is SWAN's policy to never require public disclosure of sex work experience.*

## POSITION REQUIREMENTS:

### 1. Communications and Brand Management

- Oversee SWAN's communications strategy, including all internal and external communications (e.g., emails, newsletters, blog posts, website content, social media posts); collaborate with staff to ensure effective implementation
- Provide strategic oversight and management of SWAN's public-facing brand, including online and social media presence, messaging, and marketing
- Maintain SWAN's website (built on Wordpress) through writing and updating website content in collaboration with staff
- Developing digital advocacy campaigns, including copywriting and graphic design, in consultation with staff
- Support SWAN spokespersons; act as a SWAN spokesperson as appropriate
- Collaborate with the Operations Manager and other team members as appropriate regarding digital security policies and practices
- Collaborate on fundraising strategy and implementation, with a focus on grassroots and major donor fundraising and communications

### 2. Portfolio Management

- Assess, develop and manage communications to achieve the goals outlined in SWAN's Strategic Plan
- Contribute to budgeting and financial management for communications, as part of SWAN's overall budgeting process
- Oversee risk management strategies in the areas of organizational reputation, compliance with Canada's Anti-Spam Law (CASL) and Canada Revenue Agency tax receipting requirements, communications/fundraising infrastructure security, and donor relations and privacy

## QUALIFICATIONS & COMPETENCIES:

*We strongly encourage you to apply if you have a passion for SWAN's mission and meet the*



#325 – 1101 SEYMOUR STREET  
VANCOUVER, BC  
V6B 0R1

*below requirements:*

- Passion for and alignment with SWAN's [values](#)
- 3+ years of organizational communications experience
- 2+ years of experience in non-profit or community-focused work
- A strong professional aptitude for technology, including Microsoft Office Suite; small office technology; Customer/Client/Constituent Relationship Management systems (we currently use SUMAC); WordPress; MailChimp or other similar newsletter/digital communications platforms; and Canva or similar basic graphic design
- The ability to provide effective feedback regarding organizational communications, including graphic design, messaging, and public education, including related to time-sensitive and/or politically sensitive issues
- The ability to synthesize complex issues and effectively communicate them to diverse audiences
- Compelling writing skills, with an ability to convey complex ideas and concepts in plain and accessible language
- The ability to communicate clearly and build relationships of trust, including with people with different identities and life experiences
- The ability to lead and communicate with composure when faced with difficult situations
- The ability to work both collaboratively and independently
- Strategic thinker with the ability to identify and develop new approaches to challenges in your work
- The ability to take responsibility for the position's responsibilities identified above, including identifying where you will require additional training or external assistance in order to succeed
- The ability to research and learn new skills and competencies

*The following are considered additional assets (we do not expect any one candidate to have all of these!):*

- Policy knowledge and/or education relevant to SWAN's mission
- Experience with frontline community-serving work, particularly for racialized or otherwise marginalized communities
- Language skills in Mandarin or Cantonese are considered an asset due to SWAN's ongoing commitment to diversifying representation across its staff and board
  - *Note: the successful applicant will only be producing communications materials*



#325 – 1101 SEYMOUR STREET  
VANCOUVER, BC  
V6B 0R1

*in English at this time*

- Experience coordinating communications and/or public education efforts in a bilingual or multilingual environment
- Experience with media relations and/or journalism
- Experience acting as an organizational spokesperson and comfort with public speaking
- Proven experience at integrating the principles of social justice, decolonizing practices, trauma-informed practice, and diversity, equity, and inclusion in both theory and practice

#### COMPENSATION:

- Salary & Benefits: \$63,640 - \$72,800/year (based on a 40-hour work week), commensurate with experience, plus extended health benefits upon commencement
- Paid time off: 3 weeks' vacation plus paid leave over the winter holiday season; Lunar New Year, Easter Monday, Indigenous Peoples Day, all BC statutory holidays; an additional floating religious/cultural observance day; and up to thirteen annual paid leave (sick/mental health) days

#### APPLICATION PROCESS:

Applications will be reviewed starting **January 5th** on a rolling basis. The posting will remain **open until filled**, and will close without notice. Interested individuals are encouraged to submit a cover letter and resume to [jobs@swanvancouver.ca](mailto:jobs@swanvancouver.ca). Please send PDFs with your last name and first name first in the file name, e.g., HuiJeeWonResume, LeeAlexCoverLetter.

The hiring team may adapt the selection process as needed in order to understand candidates' potential to succeed in this role. Currently, we anticipate that this process will include:

- Shortlisting, likely involving a short phone screening call
- A time-limited practical round (modest honorarium offered)
- An interview, which will be via videocall
- Reference checks (please be prepared to provide the names and contact info for three references who can speak to your experience and potential for this role)

Only shortlisted applications will be contacted. We ask that candidates do not call the office. We thank all candidates for their interest and time in applying to the position.

We hope that the successful candidate will be available to start as soon as possible, but will be flexible for the right person (for example, if the candidate would need to relocate from another community).



#325 – 1101 SEYMOUR STREET  
VANCOUVER, BC  
V6B 0R1