

*The Calgary Public Library represents unlimited possibilities and inspires people of all ages to wonder, seek, discover, and share. Calgary's 20 (and growing) community libraries are community hubs that ignite learning, discussion, invention, and action and this is accomplished through the Library's commitment to:*

- *be a vital part of strengthening neighbourhoods in a growing city*
- *bring the library into more people's lives by removing barriers and increasing access to information in all its forms*
- *focus on services that make a difference*
- *develop innovative and collaborative partnerships with our community to leverage collective knowledge and expertise*
- *build welcoming, inclusive and dynamic library spaces and places within the heart of our communities.*

*To achieve our vision, Calgary Public Library is seeking leaders with ideas, energy, passion and commitment who can help us make a difference in the lives of Calgarians and take public library services to a new level of excellence.*

*The Calgary Public Library acknowledges the traditional territories and oral practices of the Blackfoot people, the Nakota people of the Stoney Nation, the Beaver people of the Tsuut'ina Nation, and the peoples of the Métis Nation of Alberta, Region Three.*

## **INDIGENOUS SERVICES DESIGN LEAD** **(13 Month Full Time Term Position)**

As a key member of the Service Design team, the Indigenous Services Design Lead will be responsible for connecting, engaging and collaborating with Calgary and area Indigenous communities in order to build relationships that inform the design, development and evaluation of Library programs, services, and spaces, and help further the goals of the Library's strategic plan.

Calgary Public Library seeks an innovative, Indigenous Services Design Lead who has:

- a demonstrated ability to work collaboratively within Indigenous communities and with a broad range of stakeholders
- in depth knowledge of Treaty 7 Indigenous communities and history
- experience with facilitation, community engagement, partnerships and development of new community initiatives
- outstanding people and communication skills, including the proven ability to influence others and lead change through the application of non-authoritative leadership skills
- a recognized track record of generating and developing visionary ideas and a demonstrated capacity to design enriching and engaging patron focused programs

- knowledge and experience with emerging and leading practices in the evaluation of programs and services.

As part of a dynamic team, the successful candidate will have the opportunity to collaborate on a wide variety of projects, contributing to a cross-functional workplace environment that encourages a creative and open-minded approach to designing library services.

### **Key Accountabilities**

- Lead community engagement and identification of need, design, development and packaging of innovative and cost-effective library services and programs prioritizing the needs of Indigenous communities
- Connect and build relationships with a wide range of Indigenous agencies, groups, partner organizations, and individual members of the community
- Recommend resources for the organization to develop improved understanding of local Indigenous communities' priorities and protocol
- Act as a resource for Library managers and staff to develop a better understanding of local Indigenous communities' needs and protocols
- Develop training to build staff capacity to support the implementation of programs and services, particularly as it relates to serving Indigenous communities
- Conduct research and environmental scans to identify trends and opportunities
- Implement evaluation strategies to assess effectiveness and impact, with the aim of continuously improving services and programs
- Leadership of project teams and budgets in service design and the piloting of new initiatives
- Active participation and Library representation in the broader network of organizations serving the respective areas of focus in Calgary
- Continuous personal development and growth

### **Candidate Profile**

- Bachelor level University degree and 3 years directly-related experience working collaboratively within Indigenous communities and with a broad range of stakeholders
- In depth knowledge of Indigenous communities and protocol
- Familiarity with Indigenous languages will be considered an asset
- Proven record of excellence in developing innovative community programs and services
- A passion for and experience in designing transformative programs and services that demonstrate creativity and design thinking principles and use a patron focused approach with a commitment to exploring and integrating external influences and best practices
- Excellent relationship building, influencing and networking skills
- Demonstrated experience and success with coordinating and communicating changes particularly as it relates to motivating and inspiring others
- Superior communication (verbal and written), problem-solving, and decision-making skills
- Knowledge and understanding of how to manage multiple projects including tools and strategies

**Benefits**

- Competitive salary
- Employee Family Assistant Program (EFAP)
- Opportunity to contribute to an award-winning library system, grow professionally, and make a positive difference in the lives of Calgarians

**How to apply:**

If the **Indigenous Services Design Lead** position sounds like the next chapter in your career story, take this opportunity to make a real contribution to one of Canada's leading public library systems. Please send a cover letter and resume to:

[work@calgarylibrary.ca](mailto:work@calgarylibrary.ca)

Be sure to quote competition number "292" in the subject line of your e-mail.

**The closing date for this competition is October 22, 2018.**

*We thank all who apply but only those selected for an interview will be contacted. Any personal information submitted will be managed in accordance with the Freedom of Information and Protection of Privacy Act and will be used only to determine eligibility for employment. Canadian citizens and permanent residents of Canada will be given priority. Applicants must be legally eligible to work in Canada.*