

2.2.9 Community relations officer

Context

Type of position	Must be qualified elector	Must reside in ED	Description	Reports to	Names provided by political entities
Office staff	n/a	n/a	The CRO liaises with certain target groups** known to face barriers to registration and voting; acts as communication facilitator between target community and RO office	The person designated by the RO to oversee CROs	n/a

Position description – general

Key activity

Provide information and assistance to members of their target group on where, when and ways to register and vote

Duties

- Establish and maintain relations with target groups
- Finalize and implement a local outreach action plan
- Maintain contact between the RO office and electors within the target groups through interaction with organizations representing or serving them
- Raise awareness about where, when and ways to register and vote through kiosks, presentations, and information distribution
- Affix posters in lobbies of long-term care facilities, apartment buildings or in student residences, and distribute paper brochures to key organizations
- Educate electors about the identification requirements to register and vote (this can include while working alongside SAs who are conducting targeted revision)
- Discuss address challenges and inform electors of the *Letter of Confirmation of Residence* ([EC 50053](#))

- Assist the RO if requested with the search for suitable polling locations and help make the necessary arrangements to set them up
- Keep the RO informed of activities/trends in target communities
- Assist the RO and the training officer with recruitment and training



Duties for each specific CRO description are available below. For additional information on each CRO position, consult the *Community Relations Officer Guidebook* ([EC 10019](#)).

Qualifications

Experience

- Building community relations
- Volunteering or working for an organization providing services to the target group
- Interacting with the target community within the ED
- Providing outreach and community services

Knowledge of

- Target group's customs, culture, sensitivities, languages, issues and concerns
- Key contacts and organizations in the community
- Local organizations providing services to the target group

Abilities

- Communication
- Strong interpersonal skills
- Active listening and observation
- Analytical thinking
- Effective time management
- Proactive problem-solving

Personal suitability

- Professional
- Team player
- Prepared to travel within the ED
- Punctual and reliable
- Conscientious, respectful and outgoing

Assets

- Knowledge of the electoral process

- Knowledge of the roles and responsibilities of election officers
- Bilingualism (English and French)
- Ability to communicate in the language of the target group
- Access to Internet and MS Office suite

2.2.10 Community relations officer – Indigenous

Specific duties

- At the RO's request, assist the training officer and the recruitment officer in selecting, appointing and training Indigenous poll workers
- Raise awareness about EC information and materials available in Indigenous languages
- Provide translation, interpretation and literacy services as needed
- Support an on-reserve vote-by-mail initiative, as needed
- Coordinate the Indigenous Elder and Youth Program – in particular, by helping the RO recruit and train program participants
- Inform Indigenous electors about the voting services planned for their community – this could be ordinary polls and/or normal advance polls or modified advance polls (section 168) and/or additional service points (ASPs).

2.2.11 Community relations officer – Accessibility

Specific duties

- Disseminate information on assistive voting tools and information available in alternate formats
- If the CPS is unavailable, and the outreach workload allows it, assist in verifying accessibility of polling locations, one week before and on polling day(s) and complete appropriate documentation to ensure the sites meet accessibility standards

2.2.12 Community relations officer – Official Languages/Ethnocultural

Specific duties

- Liaise with ethnocultural community including minority language groups by interacting with organizations representing or serving that community
- Provide translation, interpretation and literacy services as needed

2.2.13 Community relations officer – Homeless

Specific duties

- Deliver presentations to the administrators and occupants of halfway houses and shelters and organizations offering services to them to raise awareness about where, when and ways to register and vote
- Identify special requirements in offering outreach for electors who are homeless or living in halfway houses, and advise the RO

2.2.14 Community relations officer – Seniors

Specific duties

- Maintain contact between the RO office and senior electors through interaction with administrators of long-term care (LTC) facilities
- Inform electors who live in LTC facilities of where, when and ways to vote
- Keep the RO advised of activities related to seniors voting

2.2.15 Community relations officer – Youth

Specific duties

- Raise awareness of the electoral process through kiosks, presentations and information distribution
- Liaise with administrators of post-secondary institutions within the ED to facilitate registration and voting
- Attend events and distribute EC information materials *
- Keep the RO/AARO advised of activities related to voting and youth *
- Refer young electors to the recruitment supervisor to work as poll workers or to the AARO-ESP to work as SAs or other roles in the ESP office

* These specific duties apply to both CRO-Youth and CROs assigned to ESPs.