



Roles & Responsibilities Framework 2023/2024

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Dear PGI Consultants,

The Public Good Initiative values collaboration, inclusivity, and diversity when working with others. Our organization's success depends on our Consultants' ability to uphold these values. Thus, it is crucial that consultants maintain values of respect and equity for their team members, promoting equal access for everyone and allowing for open sharing of questions and concerns.

The *Roles & Responsibilities Framework* was developed to help foster positive team dynamics and utilize the strengths of each Consultant to achieve strong project outcomes. Each project team is typically composed of 3 – 4 consultants who each will fulfill one of the outlined roles. Teams will have a variation of some of these roles; not all teams will comprise of all the roles listed below (eg: a Communications/Graphics lead may not apply to all projects). The framework should be used as a tool throughout your project's entirety to help manage the project's workload appropriately among team members.

Instructions for how to use this guide:

1. Consultants are expected to review this document prior to attending the mandatory PGI orientation session at the beginning of the fall term.
2. Remember that these roles are in addition to completing project deliverables. All Consultants within a team are still expected to contribute equally to each of the project deliverables.
3. During orientation, Consultant teams will be asked to introduce themselves and their roles, and discuss strategies for working together.
4. All group members are responsible for ensuring that group morale remains positive throughout the project life cycle and see the project to its successful completion.

Should you have any questions about this framework, please do not hesitate to reach out.

Sincerely,

PGI Director Team

Position Title	Team Lead
Description of Role	Manage overall coordination of project deliverables and formal communication with the overseeing Director. Ensure all team members have an equitable share of work and deadlines are met.
Responsibilities	<ul style="list-style-type: none"> ● Manage project work plan using project management tools if necessary ● Ensure project deliverables are on time ● Responsible for formal communication with Directors including providing regular updates and coordinating regular check-in meetings ● Ensure all members make equitable work contributions towards project deliverables
Strengths	<ul style="list-style-type: none"> ➤ Confident ➤ Supportive ➤ Effective Communicator (oral and written) ➤ Strategic thinking ➤ Solution-oriented ➤ Responsible & Reliable ➤ Inclusive ➤ Time management ➤ Organization

Position Title	Client Liaison
Description of Role	Manage the Client Organization relationship including all formal communications. Ensure quality service delivery throughout the project life cycle.
Responsibilities	<ul style="list-style-type: none"> ● Official liaison between consultants and client organization ● Responsible for providing project updates and scheduling meetings between the consultant team and client organization ● Set and share meeting agenda prior to meetings with Client Organization minimum 24 hours in advance ● Chair the Client meetings ● Outline next steps/action items at the end of each Client meeting ● Share project deliverables with Client Organization on time ● Address questions or concerns from Client Organization
Strengths	<ul style="list-style-type: none"> ➤ Effective Communication (oral and written) ➤ Relationship Building ➤ Person-centered ➤ Service-Focused ➤ Confident ➤ Timely ➤ Responsible & Reliable ➤ Inclusive

Position Title	Team Administrator
Description of Role	Manage the core administrative duties for the group. Ensure the group remains organized throughout the project life cycle.
Responsibilities	<ul style="list-style-type: none"> ● Schedule team meetings ● Book rooms or set up calls for team meetings ● Share meeting agenda and relevant items with group minimum 24 hours in advance ● Take effective notes at all meetings and share with attendees (includes meetings with the team, Directors, Client Organization, and other stakeholders) ● Ensure meetings stay on track and finish on time ● Work with project coordinator to ensure that the group is organized and on schedule ● Manage and organize the client teams shared documents and folders
Strengths	<ul style="list-style-type: none"> ➤ Organized ➤ Time management ➤ Punctual ➤ Decisive ➤ Effective Communication (oral and written) ➤ Responsible & Reliable ➤ Inclusive

Position Title	Communications/Graphics Lead
Description of Role	Lead the communications and graphics design element for the group. Ensures all deliverables requiring images, charts, tables, or graphics are easily understandable and communicates the information effectively.
Responsibilities	<ul style="list-style-type: none"> ● Leads design and layout of required deliverables, including: <ul style="list-style-type: none"> ○ Slide decks and presentations, ○ Infographics, ○ Placemats, and ○ Social media ● Delegates work related to presentations and information gathering ● Provides updates to team on graphics work ● Works with team to ensure information on slides is appropriate ● Ensure meetings stay on track and finish on time
Strengths	<ul style="list-style-type: none"> ➤ Creative ➤ Knowledge of design platforms ➤ Organized ➤ Decisive ➤ Effective Communication (oral and written) ➤ Responsible & Reliable ➤ Attention to detail

Position Title	Internal Evaluation Supervisor
<p>Description of Role</p>	<p>Supervise and guide the work of PGI’s Internal Evaluation (internal eval) team. Primarily a supervisor, rather than a consultant role, the Internal Evaluation Lead will report to the Directors.</p> <p>Note: It is strongly suggested that this role is filled by an MPP2 from the previous year’s Internal Evaluation team.</p>
<p>Responsibilities</p>	<ul style="list-style-type: none"> ● Provide context and advice to the new internal eval team on the project ● Review proposed evaluation methodology and provide input ● Guide the creation of an internal evaluation strategy with team ● Support engagement and survey tool design by the team ● Provide input on work plan and engagement timeline ● Provide input on team organization as well as work division ● Regularly report the team’s progress to PGI Directors and share questions and concerns on the project when needed
<p>Strengths</p>	<ul style="list-style-type: none"> ➤ Effective Communication (oral and written) ➤ Familiarity with research and evaluation methods ➤ Relationship Building ➤ Person-centered ➤ Service-Focused ➤ Confident ➤ Responsible & Reliable ➤ Inclusive