



Job Description Urban Edge

Created: May 2015

JOB TITLE: Community Engagement Officer

DEPARTMENT: Community Engagement

REPORTS TO: Associate Director of Community Engagement

SUPERVISES: Interns and Volunteers

OVERVIEW: The Community Engagement Officer is an outgoing, solution-oriented professional committed to maximizing stable tenancies, increasing the economic resiliency of families, and providing leadership opportunities for residents. He/she focuses on connecting residents to social service providers, increasing the income of families, supporting resident-led activities and groups. The Community Engagement Officer works closely with social service agencies that provide assistance such as elder services, job placements, domestic violence prevention, home health aide, and after-school placements. He/she acts as a liaison between residents and property management and works to increase opportunities for residents to enhance their income and assets. The Community Engagement Officer represents the organization to a variety of stakeholders including residents, neighborhood organizations, and city and state agencies.

STATUS: Full-Time exempt

GRADE: 4

RESPONSIBILITIES:

Program:

- Direct resident resource coordination initiatives that maximize stable tenancy and increases opportunities to enhance the income of residents. This includes collaboration with the property management company in order to carry out these initiatives as well as designing and executing effective communication strategies to inform residents of community events and other relevant information.
- Propose and implement leadership development initiatives and activities intended to increase the success of residents in their lives and support meaningful resident engagement. This includes resident association organizing initiatives that build the capacity of resident associations.
- Collect all required community engagement information and input onto appropriate community engagement databases.

- Work with the Real Estate team and other Urban Edge teams as appropriate to ensure that residents of Urban Edge’s service area are engaged and participating in the organization’s work and decision making.
- Assist in report writing for community engagement activities and initiatives.

Organizational Management/Governance:

- Establish and maintain effective relationships with key neighborhood groups and social service organizations in order to maximize resources available for residents.
- Establish and maintain strong relationships with residents with the goal of integrating them into other community engagement initiatives in the community.
- Work closely with property management and other staff to identify and resolve resident issues that destabilizes tenancy.

Additional Responsibilities:

- Attend and participate in departmental, organization-wide, and other meetings (such meetings often occur at night and/or on the weekends).
- Act in the best interest of the organization, reflecting the values of teamwork, collaboration, and mutual respect.
- Perform other duties as assigned.

QUALIFICATIONS

Experience

- Two to three years of experience in resident resource coordination, community organizing, community planning, and/or community relations.

Skills

- Bilingual (English/Spanish).
- Excellent interpersonal skills. Ability to work under time constraints on a variety of projects and tasks. Strong verbal and written communication skills.

Education

- Bachelor’s degree or equivalent combination of education and experience.

Please forward resume and cover letter to careers@urbanedge.org. You may also mail to Resumes at Urban Edge at 1542 Columbus Avenue, Roxbury, MA 02119.