



**Job Description**  
**Revised: July 2020**

**JOB TITLE:** Community Engagement Officer

**DEPARTMENT:** Community Engagement

**REPORTS TO:** Associate Director of Community Engagement

**SUPERVISES:** Interns and Volunteers

**STATUS:** Full Time

**GRADE:** 4

**Organizational Background**

Urban Edge is one of the largest not-for-profit community development corporations (CDC) in Massachusetts. We are located where Boston's Latin Quarter meets its historic African American neighborhood, at the crossroads of Jamaica Plain and Roxbury, in Jackson Square. Our goal is to foster diverse urban neighborhoods of choice populated by resilient families and sustained by dynamic webs of community relationships. To achieve this goal: **we build** quality affordable housing for low- and moderate-income households; **we advise** hardworking families on homeowner services, financial education, taxes, and student loans; and **we organize** neighbors to become leaders of community change.

To date, we have developed nearly 1,500 units of affordable housing, and we maintain a portfolio of 1,320 units. Residents of our housing and our community are diverse and multilingual. More than fifty percent of the families that live in Urban Edge housing identify as Latino (55%); 37% are Black; 2% are White; and 6% fall into more than one category or identify as "other." In 2020, we anticipate serving more than 2500 families. Urban Edge has a 2020 annual operating budget of \$4.5 million, and a staff of 29.

**Summary:** 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. This person 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 human service agencies that provide assistance such as elder services, job placements, domestic violence prevention, home health aide, and after-school programs. He/she acts as a liaison between residents and property management and works to increase opportunities for residents to enhance their income and assets, as well as to connect residents to health & wellness, and educational opportunities. The Community Engagement Officer represents the organization to a variety of stakeholders, including residents, neighborhood organizations, and city and state agencies.

## **Essential Duties and Responsibilities:**

### Program:

- Create a successful pathway for the participants in the Fathers R Us program in collaboration with Tree of Life. Responsibilities will include co-facilitating the Nurturing Fathers curriculum and providing one-on-one supportive services for the participants.
- 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.
- Build and maintain partnerships with local organizations to address issues that are identified as priorities, including affordable housing, civic engagement, quality of life, safety, etc.
- 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:

- Represent Urban Edge at a resident, neighborhood, and City and State-wide initiatives and meetings.
- Work closely with property management and other staff to identify and resolve resident issues that destabilize tenancy. This includes Urban Edge's work with property management around resident receivables across the portfolio.
- 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.
- Collaborate with other teams within the organization in the planning/implementing of community events and media relations for Community Engagement, as necessary.

### Additional Responsibilities:

- Attend and participate in departmental, organization-wide, and other meetings. Such meetings regularly occur in the evenings and on the weekends.
- Act in the best interest of Urban Edge, 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

- Ability to maintain the flexibility necessary to adapt, respond, and meet the needs of the organization.
- Extremely organized and thorough follow through.
- Bilingual (English/Spanish) preferred.
- Excellent interpersonal skills and demonstrated ability to interact positively with the community and colleagues.
- Ability to work under time constraints on a variety of projects and tasks.
- Excellent verbal and written communication skills. Ability to effectively present information in writing including creating original materials.

### Education

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

### **Application Information**

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

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The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

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