



## COMMUNITY ENGAGEMENT OFFICER

Urban Edge (UE) seeks a motivated and creative Community Engagement Officer to join our team. Urban Edge is a non-profit community development corporation (CDC) dedicated to strengthening communities and families. Together, we build affordable housing and vibrant, prosperous neighborhoods.

### **Our Organization and Our Community**

Urban Edge is one of the largest not-for-profit community development corporations 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. We aim 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.

Urban Edge has a 2021 annual operating budget of \$5.0 million, and a staff of 30. We have developed nearly 1,500 units of affordable housing. We maintain a portfolio of 1,369 units. Residents of our housing and our community are diverse and multilingual. In 2020, we served more than 3,000 families; in 2021, we expect to serve at least that number.

### **Community Engagement Officer**

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 and community. 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.

### **Key Responsibilities**

- Work with Community Engagement staff to develop a model for community leadership development that draws from UE's experience with resident leadership.

- Create an approach for engaging with and supporting community groups and peer organizations in core neighborhoods.
- Direct resident resource coordination and 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:

- Represent Urban Edge at a resident, neighborhood, and City and State-wide meeting and initiatives.
- 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

- At least two to five 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.
- Spanish language skills a plus.

### **The Application Process**

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.

Urban Edge offers a competitive salary, commensurate with experience and qualifications, plus a generous benefits. We seek to fill this position by June 2021, if not sooner. See [www.urbanedge.org](http://www.urbanedge.org) for more information.

*Urban Edge seeks a diverse pool of candidates. We are committed to a policy of equal employment opportunity without regard to race, color, national origin, religion, disability, gender, gender identity, sexual orientation or age.*