



**Job Description**  
**Revised:** January 2020

**JOB TITLE:** Associate Director of Community Engagement

**DEPARTMENT:** Community Engagement

**REPORTS TO:** Director of Community Engagement

**STATUS:** Full Time

**GRADE:** 6

**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 Associate Director of Community Engagement is a high-energy, solution-oriented professional who works closely with the Director of Community Engagement to develop and implement Urban Edge's Community Building and Engaging work. This person has the ability to effectively oversee several programs and initiatives as well as to provide guidance to the Community Engagement staff which allows them to excel in their positions and grow professionally. The Associate Director of Community Engagement collaborates with other departments within the organization to ensure effective resident and neighborhood participation in the organization's community development agenda. He/she also works with other department to identify and secure funding and other resources for Urban Edge's Community Engagement work. He/she is a leader and able to build and maintain a team of Community Engagement staff. He/she oversees all data collection and reporting for the team. The Associate Director is able to work in a fast paced environment, remain flexible with changing tasks for the day given the situation, and is dedicated to building community in Urban Edge's core service area of Egleston and Jackson Square. S/He is capable of representing the organization and its agenda by

maintaining relationships with residents, organizations, agencies, institutions, and other stakeholders in the Urban Edge service area as well as at the City and State level.

### **Essential Duties and Responsibilities:**

#### Supervision:

- Provide supervision of all Community Engagement staff, interns, and volunteers. This includes ensuring that their goals are accomplished on time and in the appropriate manner.
- Identify and connect Community Engagement staff to professional growth opportunities.

#### Program:

The Associate Director is responsible for working with the Director to design, implement, and evaluate programs and initiatives that meet Urban Edge's Community Engagement agenda. He/she completes the following tasks either directly or through others.

- Develop and direct activities that assist families with stabilizing their tenancy and increasing their economic resiliency. This includes Urban Edge's benefit enrollment work, financial coaching, the free tax preparation center, and work with property management around resident receivables. Design communication strategies to inform and connect residents to these resources.
- Design and direct 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 as well as the engagement of residents in Urban Edge's real estate projects.
- Develop and implement activities which engage Urban Edge and residents of Urban Edge housing in neighborhood decision making.
- Oversee that all required community engagement information is collected and entered into appropriate Community Engagement databases. Analyze trends and develop program recommendations based on the analysis.
- Provide the guidance and support to ensure that the Community Engagement team is exceeding all of its targets.
- Complete report writing for community engagement activities and initiatives.

#### Organizational and Relationship Management:

- Represent Urban Edge at 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 destabilizes 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.

- Work with the Resource Development team to identify and apply for funding opportunities that support Urban Edge's Community Engagement work.

#### 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

- Minimum five years of experience in resident resource coordination, community organizing, community planning, community relations or a related field.
- Experience supervising multiple staff members, volunteers, and interns.

##### Skills

- Demonstrated ability to take a leadership role and plan and direct the work of others.
- 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.
- Ability to take the initiative to carry assignments beyond the original instruction in anticipation of future problems or complications.
- 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.
- Experience with Salesforce software
- Proven ability to develop, implement, and evaluate a program.
- Proven ability and commitment to provide superior customer service to racially, culturally and economically diverse communities.
- Proven ability to anticipate, identify, and analyze opportunities and challenges; establish priorities, and efficiently allocate resources.
- Demonstrated ability to review and measure progress against specific criteria and to recommend enhancement or corrective action.
- Excellent verbal and written communication skills. Ability to effectively present information in writing including creating original materials.

##### Education

- Bachelor's degree in social work, community planning or other related fields is required. Graduate degree preferred.
- Licensed Certified Social Worker (LCSW) is a plus.

**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.

---

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.

---