



JOB DESCRIPTION

Job Title: Community Engagement and Outreach Manager
Member of: Leadership Team
Report to: Assistant Director
FLSA Status: Salary Non-Exempt

Job Statement:

The Community Outreach Specialist is a critical member of the Housing Authority and its subsidiaries and is responsible for managing all outreach efforts and communications to the general public, property residents and housing choice voucher participants, landlords and property management firms. The COS is responsible for the implementation and distribution of information in accordance to HUD policies and procedures to assist with the Agency's RAD Conversion efforts and Resident Services, and all new programming. COS will play a key role in facilitating Greater Metropolitan Area Housing Authority of Rock Island County (GMAHA) strategic plan to reposition its public housing units, as well as marketing efforts for its entire real estate portfolio.

Duties and Responsibilities:

This list of duties and responsibilities is not all-inclusive and may be expanded to include other duties and responsibilities, as deemed appropriate. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

- Coordinates resident services events with input from tenants and property management staff.
- Creates and manages all communications with the public and residents related to required notices and agency events and updates including written newsletters and managing social media and website updates
- Remains familiar and current with U.S. Department of Housing and Urban Development Federal Regulations and related to public housing conversion for resident information
- Assists in the development of the repositioning plan in partnership with the RAD Conversion team.
- Solicits feedback from clients and community partners on GMAHAs impact – whether positive or negative and works with CEO to develop strategies to

- overcome negative experiences or data.
- Provides support in implementation and coordination of activities with outside service agencies
- Acts as a liaison with neighborhood associations
- Coordinates case management services to appropriately and successfully stay in compliance with the Public Housing Access Bill.
- Coordinates activities with Authority staff, residents, departments and any public agencies, as necessary.
- Develops connections between staff and clients and landlords to ensue effective communication and services
- Recommends policy and procedure improvements.
- Treats all residents with respect and courtesy.
- Participates in Authority's long-term agency planning.
- Supports, promotes and represents the overall mission, values and purpose of the Authority.

Qualifications and Knowledge:

- BA in Communications, Public Relations or related fields, preferred with at least 5 years of experience, or an equivalent combination of education and experience.
- Ability to plan, coordinate, and provide appropriate services to residents of GMAHAs Assets.
- Experience in social media applications
- Excellent human relations skills
- Sensitivity to cultural differences
- Excellent interpersonal skills with the ability to work effectively with construction contractors, vendors and consultants.
- Strong teamwork skills with the ability to communicate effectively with team members, clients, service providers and public.
- Understanding of low-income client populations.
- Ability to assist in the development and execution of budgets related to resident services
- Ability to work independently within established guidelines with minimal supervision.
- Ability to regularly travel throughout the Authority's coverage area and occasionally travel out-of-town for various training opportunities and work-related activities, including weekends and overnight.
- Possession of a valid driver's license and insurability under the Authority's insurance carrier's standards.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations will be made to enable qualified individuals with disabilities to meet the demands.

While performing the duties of this job, the employee is regularly required to sit, stand or walk; use hands to finger, handle, or feel; reach or grasp with hands and arms, including overhead and from floor to waist; and talk or hear.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable qualified individuals with disabilities to meet the requirements.

The noise level in the work environment is usually quiet to moderate, but occasionally loud during times of high volumes of business activity.

* * *