



**United Way
of Greater Rochester
and the Finger Lakes**

UNITED WAY OF GREATER ROCHESTER AND THE FINGER LAKES JOB DESCRIPTION:

COMMUNITY ENGAGEMENT SPECIALIST

SUMMARY

TogetherNow is an initiative to develop and implement improved, person-centered service delivery for individuals who are vulnerable or living in poverty. A key component of this work is the redesign of the current service delivery model, including, designing and implementing new workflows, strategies and tools that allow service providers across health, human services and education to work together in a more coordinated fashion.

TogetherNow has been selected by Monroe County to design and implement the Department of Human Services (DHS) Community Integration Initiative (CII), which will transform how DHS services are delivered across our community. By engaging with TogetherNow, the future-state of DHS will be created with the pervasive input of impacted community members, community service providers, and DHS staff leveraging the practices of collaborative community engagement and human-centered design. Further, TogetherNow recognizes the services provided by DHS are part of a larger delivery system that should provide integrated cross-sector support enabling a person's transition from crisis to stable to thriving. By partnering with TogetherNow on this effort, DHS will be fully aligned and immersed in the wider community's vision and activities aimed at improving the health and economic wellbeing of individuals and families, especially individuals who are vulnerable or impacted by poverty.

This position is responsible for successfully building and maintaining community and stakeholder relationships through facilitating meetings, conducting presentations, coordinating various events, leading community input sessions such as interviews and focus group discussions, supporting internal and external communications, and following through on important tasks and activities needed to achieve project goals. The Community Engagement (CE) Specialist develops space and opportunities for community members from marginalized populations and those with the lived experience of using social services and assures their voice and power is fully integrated into project processes and deliverables. The CE Specialist shapes the path so that community members can equitably participate in co-creating solutions.

On a day to day basis, the CII CE Specialist will be responsible for partnering with DHS staff, advisory groups, community members, and service providers to ensure the input and needs of community help drive the solutions that are designed, prototyped and piloted. Responsibilities include identifying and building relationships across all stakeholder groups, convening and facilitating safe and brave spaces for stakeholders to feel comfortable, seen, and heard.

ESSENTIAL FUNCTIONS

- Implement and maintain TogetherNow's Community Engagement Strategy, attending to annual goals, objectives and actions

- Serve as a trusted partner to community-based organizations by being an expert resource and an active listener who is continually gathering formal and informal feedback
- Demonstrate familiarity with the Community Engagement Continuum and understand the levers to move people and systems across the continuum
- Leverage knowledge and experience with systems thinking and systems change
- Be familiar with asset-based and/or social impact design approaches to community development
- Contribute consistently to TogetherNow's social media presence on a regular basis maintaining a high standard for quality of information, and strategic participation in issues. Engage this work in both a proactive (planned, strategic) fashion as well as responsively as appropriate.
- Represent TogetherNow at community group meetings and public & private events; Disseminate key learnings and findings to the project team and stakeholders
- Possess strong organizational and time-management skills, ability to multitask, problem-solve, prioritize, delegate, and to create systems and processes
- Prioritize and manage multiple concurrent bodies of work and able to respond and adjust quickly to changing conditions
- Support and continue to develop the community stakeholder groups engaged in design process
- Develop and facilitate consistent feedback mechanisms between community members and TogetherNow in order to better inform the work
- Some evening and weekend hours required

Maintain TogetherNow Culture

- Ensure TogetherNow activities and actions reflect TogetherNow cultural priorities: Be Transparent, Be Accountable, Be Community Focused, Be Agile, and Be Respectful and Listen

Perform Other Duties as Assigned

SKILLS AND COMPETENCIES

- Experience and passion for facilitating groups through various types of discussions including focus groups, listening sessions/town hall, negotiation, mediation, and consensus building sessions
- A track record of establishing and maintaining professional relationships
- Familiarity with human-centered design
- Cultural humility and competency
- Dedication to improving outcomes for community members
- Experience working with stakeholder groups that are diverse in their race, ethnicity, gender identity, sexual orientation, age, disabilities, faith, citizenship status, language, and other experiences
- Strong communication and interpersonal skills
- Proactive, inquisitive, positive, versatile and collaborative
- A team player with a hands-on mentality and a 'no task is too small' attitude
- Ability to work independently; self-starter

FLSA CLASSIFICATION: Exempt

REPORTS TO: COMMUNITY INTEGRATION INITIATIVE LEAD

SUPERVISORY RESPONSIBILITY

None

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TRAVEL

Some travel- local during the business day

EDUCATION AND EXPERIENCE

Bachelor's degree in business, communications, human services, public administration or related field from an accredited program. At least 3 years of experience in volunteer management, social impact design, community organizing or other related areas required; or five years of experience; or equivalent combination of education and/or experience.

Project management and facilitation credentialing preferred

JOIN THE TEAM!

United Way of Greater Rochester and the Finger Lakes is a dynamic and collaborative work environment comprised of dedicated professionals who are driven to make our community a better place. Join our team and make an impact by serving our region with your time and talent.

OUR MISSION

Our mission is to unite the goodwill and resources of our community so that everyone can thrive. That means that our team is committed to working with local donors, businesses, not-for-profit program partners, municipalities, and individuals to make this region stronger and more vibrant together.

OUR VALUES

Our core values define who we are and how we serve our community. United Way and our team members are caring, collaborative, equity-driven, innovative, respectful, results-oriented and trustworthy. United Way strives to ensure employees and external partners feel valued, connected and empowered.

WHAT WE OFFER

- Competitive financial and wellness benefits
- Generous paid time off, retirement plan, and other fringe benefits
- Hybrid working arrangements
- Opportunities to give back to the community in life-changing ways
- Paid professional development
- Team events and internal committees for connection opportunities and fun!

HOW TO APPLY

Candidates may apply online at: <https://unitedwayrocflx.org/about-us/join-our-team/>

United Way is committed to equal employment opportunities for all employees and applicants for employment. United Way prohibits discrimination against employees and applicants in all aspects of employment including but not limited to recruitment, hiring, compensation, promotion, training, leaves of absences, benefits, termination, employer sponsored activities, social and recreational programs, and recognition. United Way prohibits discrimination against all legally protected classes including age, color, creed, disability, domestic violence victim status, gender expression, gender identity, genetic predisposition, marital status, military status, national origin, parental status, political affiliation, pregnancy related condition, prior arrest/conviction record, race, religion, reproduction health choices, sex, sexual orientation, or other non-merit-based factors.

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