

Community Engagement Specialist - Monroe County Community Integration Initiative, Systems Integration Project

Position Summary (Exempt)

The Systems Integration Project (SIP) 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.

SIP 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 SIP, 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, SIP 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 SIP 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

The CII CE Specialist reports to the SIP Community Engagement Lead. The CE Specialist will work in a collaborative, project team environment to deliver results specified in the workplan of the Monroe County grant opportunity.

To thrive in this role, this person must be a natural connector who is energized by the prospect of building relationships with varied community members including individuals from marginalized backgrounds, cultural brokers, community-based organizations, non-profits, government agencies, and social service providers.

- Implement and maintain SIP'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 SIP'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 SIP 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 SIP in order to better inform the work
- Some evening and weekend hours required

Maintain SIP Culture

- Ensure SIP activities and actions reflect SIP 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

Travel

Some travel- local during the business day

Required 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.

Preferred Education and Experience

Project management and facilitation credentialing preferred

This is a grant funded position. Employment is through the fiscal agent, United Way of Greater Rochester and the Finger Lakes.

In support of the ADA, this job description lists only the responsibilities and qualifications deemed essential to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

United Way of Greater Rochester is an Equal Opportunity Employer. This policy prohibits discrimination on the basis of sex, race, gender, color, religion, creed, national origin, age, marital status, sexual orientation, disability, genetic predisposition, veteran status or status as a member of any other protected group or activity.

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