**Miami-Dade County**
**Job Description**

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| **Job Title:** | **Community Engagement Manager** |
| **FLSA Classification:** | Exempt |
| **Pay Grade:** | 20 |
| **Department:** | Community Engagement |
| **Reports To:** | Chief Public Policy & Engagement Officer or designee |
| **Supervises:** | None |
| **Date Created:** | January 26, 2015 |
| **Revised:** | November 15, 2021 |

**Summary:** The Community Engagement Manager is responsible for performing a variety of community driven duties with an emphasis on maintaining contact with community groups, parents and other caregivers, providing support to residents on children's needs, as well as evaluating and responding to community needs concerning children. The incumbent exercises independence of action and will possess considerable knowledge of community activities and needs for children and families and use considerable professional judgment in the performance of community engagement work.

This is a professional opportunity to work in community engagement with child service providers, parents and residents of the community. The community engagement manager conducts the most direct interactions between community residents and The Children's Trust. These interactions inform The Trust of matters of importance to residents of particular communities. The community engagement manager serves to mentor the leadership skills and opportunities for residents to influence positive changes for children and families. The incumbent will dialogue with the public on key issues affecting children and families through community engagement efforts to increase The Children's Trust's understanding, and ability, to meet these needs. The community engagement manager will also perform a variety of duties to provide assistance to parents to participate in increased civic engagement and advocacy on behalf of their children.

Work performance is reviewed directly by the director of public policy and community engagement through meetings, reports, and observation of results achieved.

**Essential Duties and Responsibilities**:

- Participates in meetings with individuals, community organizations, professional groups, neighborhood groups, houses of worship, corporations and other groups to promote an understanding of community needs.
- Mobilizes the community to respond to events and issues affecting children and families.

- Meets with community leaders to understand community issues and needs.
- Keeps informed on community information, demographic characteristics, growth patterns, projected municipal and community plans and other information affecting children and families by participation in meetings or by correspondence.
- Serves as a member of task forces involving county, state, private and nonprofit agencies engaged in responding to community needs and their priorities in child development, health and human services.
- Assists in planning and development of new community programs and in the expansion of existing program based on community priorities.
- Holds listening sessions and provides support for youth involvement forums. Plans and participates in special events.
- Must be able to travel to community meetings at various locations throughout the county during regular work hours and during occasional evenings, weekends or holidays.
- The incumbent must possess a valid Florida driver's license.
- Prepares reports of findings, conclusions and recommendations.
- Performs other duties as needed and determined by the chief public policy and community officer.

**Performance Expectations:**

- Maintains an annual community engagement work plan with key dates, events and activities
- Participates in department and community meetings, some of which are during evening hours and or weekends and holidays
- Maintains up-to-date and accurate files through electronic and paper files as appropriate
- Provides project management skills effectively to plan and prioritize work assignments, as well as works efficiently on several projects simultaneously, both independently and within a team

**Qualifications:**

The incumbent must be able to handle numerous tasks simultaneously to perform this role successfully. The individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and Experience:**

Bachelor's degree in Public Administration, Social Work, Child Development or related degree along with a minimum of three to five years' experience in a related field such as working with neighborhood and civic associations, boards, community groups, or within a social service agency, child and family services setting. An equivalent combination of related education and experience may be considered.

The incumbent must have strong planning and assessment skills for community needs and solutions, and strong leadership skills including community organization, consensus-building, conflict resolution and motivation. He/she must be fully competent in the utilization of demonstrated personal computing skills for word processing, data

management and power point functions. He/she must have a working knowledge of the dynamics of large urban communities with high levels of immigration and demonstrated cultural competence working within a highly diverse population. Extensive knowledge of Miami-Dade County and Florida's child and human services environment is very desirable.

**The incumbent will possess the following abilities and skills:**
1. Considerable knowledge of community engagement techniques.
2. Considerable knowledge of objectives and strategies of The Children's Trust.
3. Knowledge of the economic, social and community needs relating to children and families in Miami-Dade County.
4. Ability to research projects on a timely basis and with thorough attention to detail.
5. Ability to organize and analyze data.
6. Ability to work effectively with staff, community groups, program directors, elected officials, parents and the general public.
7. Ability to communicate effectively, both verbally and in writing. Public speaking skills and the ability to develop material for use in outreach documents, including newsletters and legislative alerts are required.

**General Knowledge and Skills:**
Time management; project management; critical thinking and analytical skills; computer skills (Microsoft Office Suite); stress management skills; math and problem-solving skills; bi-lingual (Spanish/Creole) a plus.

**Employee Behavior:**
Culturally sensitive and literate; respectful; team player; organized; detail oriented; resourceful; able to work in an open environment; people/customer service oriented; able to work in a group setting; able to keep abreast of relevant community events/activities/meetings.

**Tools, Equipment, Supplies and Materials:**
Considerable knowledge of standard office practices, systems and equipment: computer, printer, copier, fax and scanner; audio visual equipment, teleconferencing equipment.

**Other Requirements:**
Valid Florida driver's license and access to personal transportation for travel to occasional off-site community meetings.

**Working Conditions:**
In the course of daily work, the incumbent alternates between planning and administrative work in a normal office environment with comfortable air temperatures and adequate lighting and ventilation; and spending time in the field to attend neighborhood and community events/activities.

**Scope of Responsibility:**
The Community Engagement Manager is accountable for the cost-effective and efficient attainment of The Trust's community engagement objectives, and conformity to

Board and internal policy, procedures, direction and protocol. Errors of fact, interpretation or judgment can undermine the overall effectiveness and success of The Children's Trust. The incumbent is expected to demonstrate the highest level of discretion and business conduct and ethics.

Employee Name_____ Date_____

Signature_____

*Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.*