

Community Engagement Manager

Location:	Frederick, Maryland
Department:	Community Engagement
Posted:	07/17/2024
Location Name:	Frederick County
Wage Max:	117,800.00 Annual
Wage Min:	94,000.00 Annual
Position Type:	Full Time
Shift:	Monday - Friday

SCI Summary: SCI supports people with disabilities, behavioral challenges, medically complex needs, transitioning youth, the elderly, and other populations using Maryland Department of Health's Targeted Case Management and Supports Planning work models as well as a concierge level geriatric care management and care partner model.

Position Summary: The Community Engagement Manager will collaborate with a cross functional team to include other Program Leaders, to support the organizations driving strategies, goals and objectives under Outcome 1: Quality Customer Focus. Specifically Driving Strategy 1B: Collaborative Relationships and 1C: Customer Engagement. This role, will play a key role in building and maintaining strong relationships with community members, organizations, and stakeholders to promote engagement, collaboration, and positive change. The primary objective will be to develop and implement strategies to effectively engage the community and enhance our organization's impact and visibility. The Community Engagement Manager is responsible for the implementation of projects and initiatives aimed to remove cultural and language barriers in the community to create greater access for people.

SCI Team Member Expectations: All SCI team members are expected to: Ensure services provided follow the organization's mission statement, core operating values and policies and procedures. follow HIPAA, confidentiality and security procedures and principles; collaborate with peers, leadership, and support areas of the organization; actively participate in and contribute to leadership and other staff meetings and trainings; maintains compliance with federal, state, and

local employment laws and regulations; follow self-direction and person-centered planning procedures and philosophy; and to foster a culture that values diversity.

Essential Duties:

- Develop and implement a comprehensive community engagement strategy that aligns with the organization's mission, vision, outcomes, goals and objectives.
- Identify and engage key community leaders, stakeholders, and organizations to promote partnership opportunities and maximize community involvement.
- Plan, coordinate, and at times represent SCI at community events, workshops, and initiatives to facilitate dialogue, collaboration, and knowledge sharing.
- Identify and coordinate community education and outreach activities to raise awareness about SCI's programs, initiatives, and services within the community.
- Provide collaboration with other programs and supporting departments to support the development and engagement of a self-advocate advisory group, ensuring their voices are heard and their needs drive programmatic and systemic changes.
- In collaboration with SCI's IDEA committee, develop and implement strategies to engage underrepresented and marginalized communities, ensuring inclusivity, diversity, equity, and accessibility in all community engagement efforts.
- Collaborate with SCI's Marketing and Communications Committee to utilize various communication channels, including social media, newsletters, and community forums, to disseminate information and engage with community members.
- Collaborate with a cross functional group of Team Members to gather community insights, feedback, and data to inform program development, decision-making, and continuous improvement.
- Monitor and evaluate the effectiveness of community engagement efforts, utilizing metrics and feedback to identify areas for improvement and adjust strategies accordingly.
- Stay updated on community trends, issues, and best practices in community engagement to ensure the organization remains responsive and relevant to community needs.
- Develop and maintain a comprehensive database of community contacts, resources, and partnerships to support ongoing engagement efforts.

Supervisory Duties:

- Provide supervision and oversight of the Program Navigator and support information and referral and community education programs.

Education Required:

- Bachelor's degree in a relevant field (e.g., community development, human services, public administration) is required.
- Master's degree preferred.

Experience Required:

- Minimum of 3 years of experience in community engagement, community relations, or a related field, preferably in a nonprofit or community-based organization.
- At least 3 years' working experience as supervisor or in Management in a related field.

SCI Value Related Competencies:

- **People Come First** (Customer Focus): Thinks and acts with people we support in mind when making decisions. Dedicated to meeting the expectations and requirements of internal and external shareholders, uses information and feedback to improve services.
- **Building Relationships and Connections:** Interpersonal savvy. Relates to all kinds of people. Builds appropriate rapport, uses diplomacy and tact, diffuses high-tension situations comfortably. Establishes and maintains meaningful connections within the community and the organization (internal and external stakeholders)
- **Education** (Informing Others): Quickly finds common ground to solve problems. Is seen as a cooperative team player. Provides coaching and mentoring to team members. Consistent communicator, provides team members with the tools they need to perform their jobs in a timely manner. Explores all available options to make the best decision for internal and external holders
- **Diversity:** Values, appreciates and honors the ways in which cultural differences can create value in organizations. Is service oriented: Demonstrates a commitment to the philosophies for services and the goal of independence for the people we serve. Raises awareness in communities to appreciate the similarities and unique gifts of each person. Interacts with all kinds of team members equitably, deals effectively with all races, nationalities, cultures, disabilities, ages, and genders, supports equal and fair treatment and opportunity for all.
- **Driving Solutions** (Perseverance): Pursues all initiatives with energy, drive, and the goal to succeed.

Job-Specific Competencies:

- **Builds Networks:** Effectively building formal and informal relationship networks inside and outside the organization
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives
- **Communicates Effectively:** Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
- **Customer Focus:** Building strong customer relationships and delivering customer-centric solutions
- **Interpersonal Savvy:** Relating openly and comfortably with diverse groups of people
- **Plans and Aligns:** Planning and prioritizing work to meet commitments aligned with organizational goals

- **Situational Adaptability:** Adapting approach and demeanor in real time to match the shifting demands of different situations
- **Strategic Mindset:** Seeing ahead to future possibilities and translating them into breakthrough strategies
- **Drives Engagement:** Creating a climate where people are motivated to do their best to help the organization achieve its objectives
- **Nimble Learning:** Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder

Physical Demands: Generally, presents standard office environment. Must be able to remain in a stationary position >95% of the time. Continually operates a computer, keyboard and mouse, and other office productivity machinery, such as a calculator, copy machine, printer, and mobile Smartphone device. Constantly positions self to comfortably maintain computer equipment. May occasionally be required to move about in an office setting or position office equipment weighing between 10-25 pounds. Vision abilities required by this job include close vision. Ability to operate a motor vehicle. The person in this position frequently communicates with other people. Must be able to exchange accurate information in these situations.

IT Roles must be able to position self to maintain computers and equipment, including under desks and in server room(s). Frequently moves equipment weighing up to 50 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. This job description is subject to change at any time.

Disclaimer: The recruitment process is approved by Service Coordination Inc.'s (SCI) Recruitment Committee and subject to change based on business needs.

In recognition of the continuing COVID-19 pandemic, SCI and Montcordia are committed to maintaining a safe and healthy workplace. Because of this, SCI is requiring all new hires to be fully vaccinated. New hires will be required to provide proof of vaccination status as part of the on-boarding process. SCI provides reasonable accommodations, absent undue hardship, for medical reasons under ADA and for employees with sincerely held religious beliefs, observances, or practices that conflict with getting vaccinated. You may request reasonable accommodation or other exemption to Sonji Ashford at sashford@sc-inc.org.

SCI and Montcordia are equal opportunity employers and committed to the full inclusion of all qualified individuals. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, hair texture or protected hairstyle, veteran status, or genetic information. SCI and Montcordia are also committed to providing equal opportunity and access to individuals with disabilities by ensuring reasonable accommodations are provided to participants in the job application or interview process. To request a reasonable accommodation, contact Kathryn Eckert at kathryn.eckert@sc-inc.org or 410-218-5581.

SCI and Montcordia are committed to fostering a safe and productive workplace for all Team Members and individuals engaged in business with the organization. As such, all positions require the completion and passing of a 9-Panel Drug Screening within 48 hours after accepting an offer of employment. A 9-Panel Drug Screening tests for illegal drugs within the State of Maryland.

SCI and Montcordia do not sponsor for immigration, including for H-1B, TN, and other non-immigrant visas, for this role.