



COMMUNITY ENGAGEMENT SPECIALIST

Overview: Habitat for Humanity Chicago is a nonprofit affordable homeownership organization that partners with families and neighborhood residents to build homes and revitalize communities in Chicago with a primary focus on the Southside.

Position Summary: The Community Engagement Specialist is a positive, on-the-ground presence in our focus neighborhoods. S/he advances the Habitat Chicago mission by connecting directly with residents to learn from them and to engage them in programmatic activities, as appropriate. S/he works closely with the Programs Team to convey information and determine neighborhood investment direction.

Who Should Apply: You are a team-driven and talented communicator who understands the power of neighborhood. You have a curious, organized mind and are energized by connecting with people in the pursuit of short and long-term goals.

Key Responsibility: Community Engagement and Assessment (30%)

Be frequently present in our focus neighborhoods working to listen and learn from residents so as to 1) inform organization direction, 2) initiate resident opportunities and connections when appropriate and 3) increase resident confidence in Habitat Chicago's work.

- Identify, schedule and carry out individual and group engagement strategies in each neighborhood, meeting annual engagement targets.
- Include relevant Habitat Chicago team members in engagement activities, as available, to deepen neighborhood connectivity.
- Document all activities and findings from each interaction, recommending programmatic or referral opportunities as possible.
- Organize and execute periodic outcome measurement activities (e.g. community condition surveys, resident opinion surveys).

Key Responsibility: Participant Recruitment and Liaison (50%)

Serve as the primary outreach and community liaison for the majority of our neighborhood development programs/initiatives (e.g. build site volunteers, block improvement projects, energy efficiency workshops and kit distribution, etc.).

- Working with the Programs Team, identify and develop the scope and schedule for each program in each neighborhood.
- Develop and maintain language, cases, presentations, etc. that promote confidence in the intent, structure and integrity of Habitat Chicago's work and programs.
- Using existing relationships and by developing new ones, recruit participants for each program, meeting annual output targets.
- Work closely with designated project managers and logistics coordinators to carry out program implementation, focusing primarily on excellent and consistent participant communications; assist with program logistics as needed.
- Document pre and post-program data points (e.g. photo documentation, in-person feedback, survey collection, etc.)
- Maintain accurate and timely records of all activities and interactions.

Key Responsibility: Group Development (10%)

Manage our relationship with the West Pullman Community Action Group as well as potential partner groups in West Pullman and Greater Grand Crossing.



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- Work closely with identified or emerging groups to promote self-organization and activities in alignment with neighborhood investment strategies.
- Maintain accurate and timely records of all activities and interactions and meetings.

Key Responsibility: Leadership and Teamwork (10%)

As a key Programs Team member, contribute to our organizational health through enthusiastic collaboration, leadership and personal integrity.

- Maintain a “team first” outlook, supporting the success of the team and the mission in attitude, ideas, and actions; lead by example and with active, creative input for growing and improving the affiliate.
- Participate in community investment strategy discussions, helping to define neighborhood direction and team needs.
- Prioritize organization and information distribution, keeping team members well-informed via defined sharing procedures.
- Contribute to organization events, helping as necessary with set up/take down, management, networking, various tasks, etc.
- Contribute to organization communication/marketing strategies as needed.
- Engage with all members of team, program participants, and core volunteers.

Qualifications

Required Knowledge, Skills & Abilities

- Interpersonal and cultural competency skills facilitating collaboration with a wide spectrum of people
- Advanced communication abilities for varied situations (e.g. public speaking, coaching, listening, interpreting, advocating, negotiating, etc.)
- Diplomacy and motivational skills so as to drive organizational goals and maintain allies
- Ability to accurately interpret information gathered from a large volume of sources, addressing personal or source bias or other influencing factors in the analysis
- Organization, attention to detail, and ability to work independently with minimum supervision
- Patience, understanding, and flexibility
- Confidentiality with sensitive information
- Familiarity with Microsoft Office and Constituent Relationship Management databases (Salesforce preferred) or ability to learn quickly

Preferred Knowledge, Skills & Abilities

- Understanding of asset-based community development principles
- Understanding of community data collection practices
- Understanding of and comfort with group facilitation practices
- Understanding of challenges facing populations with low incomes
- Familiarity with community-based organizations in Chicago and nationally
- Understanding of the Habitat for Humanity mission and operations

Education and Experience

- At least four years of work experience in a professional setting; organizing, volunteer management and/or community development experience preferred
- Associate’s degree or equivalent combination of education and experience

Successful Habitat team members share the following characteristics:



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- **Trust:** You invest in your fellow team members and you do what you say you will do. You thrive on constructive feedback and have a high level of integrity.
- **Commitment:** You have a “go above and beyond” attitude; nobody here works just for a paycheck.
- **Engagement:** You embrace bringing people to the Habitat mission.
- **Innovation:** You are a creative problem solver who works across teams.
- **Curiosity:** You express curiosity and reserve judgment.
- **Achievement:** You love results and hate excuses. You will help Habitat Chicago grow to be a leading organization.

Position Details

Reports To: Associate Director, Programs

Supervises: No team member supervision responsibilities at this time

Hours: Full-time. Typical office hours are 8am-4pm. Some weekend and evening work is required, depending on program and event needs, and adjusting schedules as needed to balance hours is encouraged.

Environment: The Habitat Chicago office is located at Cermak Rd. and Carpenter St. in Chicago. It is accessible by car or by public transit. This position will have a desk, computer, and phone line in an open office environment.

Conditions: Must be able to lift 25 pounds, work at a computer for long periods of time and walk or stand for extended periods in varied temperatures.

Compensation: Salaried; \$43,000-\$46,000, depending on experience. 30+ vacation/sick/personal days per year. 90% employer paid health insurance; access to dental, vision and 401k plans.

FLSA Status: This position is exempt from the overtime provisions of the Fair Labor Standards Act (FLSA). It does not earn overtime or compensatory time for additional time worked.

Training: The position will begin with an onboarding period to become familiar with the organization's work and policies; s/he will be trained on the specifics of the role through a combination of in-person, online and written trainings and will be expected to take the initiative to review materials as needed and seek understanding of new developments in order to perform her/his responsibilities. Additionally, the successful candidate may be asked to attend training and certification programs as identified.

To Apply: Please submit a cover letter and resume to elizabeth.walker@habitatichicago.org with “Community Engagement Specialist – Your Name” in the subject line by 7/15/18. Only successful applicants will be contacted and interviews will take place on a rolling basis. No phone calls, please.

Habitat for Humanity Chicago is an equal opportunity employer. This organization does not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law.