



Job Description

Position: CSCC Community Engagement Manager
Reports to: Chief Strategy Officer
Status: Exempt
Hours: Full-Time
Hours of Operations: Monday-Friday / 9am-5pm /Works Weekends & Evenings, as needed.

Organizational Description. North Lawndale Employment Network is a comprehensive workforce development agency on Chicago's West Side dedicated to advancing the economic outcomes of the community's residents through innovative employment initiatives, including our social enterprises. In August 2021, North Lawndale Employment Network transitioned to a new campus which features a premier community café for residents and stakeholders.

Our Mission. To improve the earning potential of the North Lawndale community through innovative employment initiatives that lead to economic advancement and an improved quality of life for residents.

Opportunity. We are seeking a Community Engagement Manager (CEM) who would be responsible for management of external relationships, including grassroots outreach and strategic relationship management in support of community safety initiatives. With the support of the Director of Engagement, they will oversee the development and implementation of a community outreach strategy to build trust between community and government and ensure that the community needs support to reduce violence. The CEM will work closely within the CSCC and externally with community to identify, manage, and build partnerships and relationships with community organizations, donors, and community members.

Key Responsibilities.

- Designs and manages outreach plan and calendar, working with staff members across the Community Safety Coordination Center in coordinating City and other agency participation in outreach activities.
- Manages data and monthly reporting on community engagement and outreach activities to inform colleagues and leadership across the CSCC of community engagement progress, ensuring compliance and best practices in data management and reporting.
- Conducts presentations to promote awareness of the Community Safety Coordination Center and violence reduction activities taking place across the community.
- Supports community organizations in the planning and logistics of educational and programmatic events.
- Conducts community outreach through distribution of materials throughout the community; and
- Attends regular outreach events within the community as needed, on weekdays, evenings, and weekends.

Community Engagement:

- Identifies, builds, and manages relationships with partner agencies, elected officials, faith leaders, business leaders, and community-based organizations.



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- Serves as organizational point of contact for new relationships with the CSCC, coordinating initial communications between new external contacts and the organization's leadership team.
- Designs and manages organizational event calendar for internal and external events and facilitates CSCC staff attendance for events.
- Represents the CSCC at different community meetings, coalitions, and committees.

CSCC. Coordination:

- Coordinate with CSCC staff to develop and implement plans for community-level safety initiatives and support resource requests.
- Advocate for funding and support for special projects needed to support economic development and commercial investment in their communities.
- Support the development of community safety marketing and communications campaigns that reflect their community.
- And coordinate requests for information as identified by community stakeholders.

Qualifications.

- Must demonstrate excellent people and communication skills, sensitivity to people's needs, (good understanding of immigrants' issues).
- Must be a team player, self-starter, and computer literate with an ability to meet deadlines.
- Bachelor's degree in social work, Human Services or a related field is preferred.
- A combination of education and experience will be considered in certain cases in which the applicant does not have an academic degree.
- Strong knowledge and understanding of the community in which they will work.
- Strong leadership and project management skills.
- Strong ability to multi-task, self-manage, and to be self-aware and communicate about needs for additional resources, support, and/or workflow evaluation and design.
- Ability to speak in front of large groups and in public.
- Demonstrated knowledge/experience in the areas of community engagement, communications, and community organizing.
- Excellent communication skills as shown by the ability to communicate clearly and effectively with others, both orally and in writing, in English and Spanish.
- Excellent judgement and ability to make decisions and communicate in a way that advances the best interest of the organization.
- Ability to establish and maintain effective working relationships with community partners, social service providers, elected officials, colleagues, and supervisors.



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- Computer skills (Microsoft Office Word, Access, PowerPoint, Internet search, Excel, Canva, and Publisher).
- Must have access to reliable personal transportation and a valid driver's license.

NLEN Core Values

Neighborhood-focused employment initiatives are fundamental.

Successful programs are neighborhood-focused and community-driven, so they meet the specific needs of individuals.

Quality of work matters.

People who work hard should not be poor. A full-time job must meet basic needs and offer conditions for engagement, advancement, and respect.

Economic mobility is essential to reducing poverty.

Family supporting wages and financial literacy are core to addressing economic insecurity, which disproportionately affects African American, Latino, and other families of color. Economic insecurity is not only impacting the poor; it has grown to threaten the middle class. Self-employment and entrepreneurship are critically important economic mobility strategies to generate income and boost household finances.

We must address the racial wealth gap and social inequality.

The United States' history of racially charged public policy has created the modern racial wealth divide not just through the legacy of slavery and Jim Crow, but through the more recent race-based discrimination in hiring, housing subsidies, tax subsidies, and veteran benefits as well as other implicitly and explicitly racist public policies.

Everyone deserves human dignity and empowerment.

To uphold this belief, we do all of our work in a manner that values human dignity and eliminates shame, humiliation, and stigma by building on the strengths that help our participants and community survive loss and trauma and rebalance the power dynamic between participants and authority figures.



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