

Urban Edge

Title:	Community Building and Organizing Manager	and Date:	May 2011
Dept.:	CB & O	Reports to:	Director of Community Engagement
Pay Range:	Grade 14	FLSA:	Exempt

The Community Building and Organizing Manager:

The Community Building and Organizing Manager is an outgoing, solution-oriented professional committed to improving the quality of life and to providing opportunities for leadership development for neighborhood residents. S/He manages a team including members such as Resident Resource Coordinators, interns and volunteers. This team focuses on supporting active resident and neighborhood associations and providing social service coordination to residents living within the Urban Edge portfolio. The Community Building and Organizing Manager collaborates with property management staff and other departments within the organization to maximize stable tenancy of residents and to increase opportunities for residents to enhance their income and assets. S/He is also responsible for developing and maintaining systems for reporting on program progress as well as informing decisions about program development. The Community Building and Organizing Manager represents Urban Edge and its agenda to a variety of stakeholders including residents, neighborhood organizations, city and state agencies, and others in the Urban Edge service area and the city at large.

PROGRAM IMPLEMENTATION and REPORTING:

- Propose and implement leadership development initiatives and activities intended to increase the success of residents in their lives and support meaningful resident engagement. This includes resident association organizing initiatives that build the capacity of resident associations.
- Direct resident resource coordination initiatives that maximize stable tenancy and increases opportunities to enhance the income of residents. This includes collaboration with the property management company in order to carry out these initiatives as well as designing and executing effective communication strategies to inform residents of community events and other relevant information.
- Propose and implement neighborhood organizing initiatives that engage neighborhood residents in maintaining a stable and thriving neighborhood.
- Design and manage systems to measure and evaluate the progress of resident resource coordination and organizing initiatives. Make recommendations on alternative approaches that meet Urban Edge's Community Building and Organizing goals and are informed by data. Prepare reports for various audiences including staff, Board of Directors and funders.

RELATIONSHIP BUILDING and MANAGEMENT

- Provide supervision and support to Senior Resident Resource Coordinator(s), Resident Resource Coordinator(s), interns, and volunteers. Evaluate staff performance regularly to ensure that goals are being achieved. Provide guidance to staff and professional development opportunities so that they are able to grow in their area of expertise.
- Establishes and maintains effective relationships with key neighborhood groups and social service organizations in order to maximize resources available for residents of Urban Edge communities.
- Establishes and maintains strong relationships with residents with the goal of integrating them into other community building and organizing initiatives in Urban Edge communities.
- Work closely with the Director of Community Engagement to represent Urban Edge in major Community Building and Organizing initiatives.

INTERDEPARTMENTAL COORDINATION

- Work closely with the Director of Community Engagement to ensure that residents of Urban Edge owned properties and the neighborhood at large provides input into and participates in the organization's work.
- Work closely with property management and Urban Edge staff to identify and resolve resident issues that destabilize tenancy.
- Work with Resource Development department to identify grant opportunities for Community Building and Organizing initiatives. Provide information for grant submissions and reports. Collaborate on funder volunteer days and participate in site visits as requested by this department.

QUALIFICATIONS

- Three to five years experience in community organizing, community planning, and/or community relations. Master's degree in urban planning, social work, or other related field as well as experience supervising staff responsible for organizing and/or resident social service coordination. Licensed Certified Social Worker (LCSW).
- Ability to direct work of self and others. Strong ability to motivate others and support their professional development while meeting the organization's goals.
- Excellent interpersonal skills. Strong written and verbal skills.

- Extremely organized with a strong focus on details and follow-up.
- Ability to propose and execute programs and to develop tools to measure and evaluate program impacts.
- Ability to take the initiative to carry assignments beyond the original instruction in anticipation of future problems or complications.
- Knowledge of Boston-area social service delivery network, particularly for service delivery to low-income and moderate-income households.
- Familiarity with or experience in low and moderate income and subsidized family housing.
- Demonstrated ability to present information in one-on-one and small and large group situations to residents and other groups.
- Ability and willingness to work a demanding and flexible schedule, including nights and weekends. Demonstrated ability to work under time constraints on a variety of projects and tasks while maintaining a good nature and patience. Excellent listening skills and the ability to work as part of a team.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.
