Member Engagement Coordinator Job Description

*RYSE creates safe spaces grounded in social justice that builds youth power for young people to love, learn, educate, heal and transform lives and communities.*

**About RYSE**
RYSE is a safe and welcoming center for diverse West Contra Costa youth (ages 13 to 21) that seeks to build youth power and leadership towards the larger vision of personal and community health and transformation. Grounded in social justice values and principles, RYSE provides comprehensive and holistic programming and promotes multi-racial, cross-cultural relationships. RYSE opened its doors in October 2008, and features programming and services across areas of community health; education and career; juvenile justice; media, arts & culture; and youth leadership and organizing.

In 2019 RYSE launched RYSE Commons, a youth-designed expansion project to deepen our presence as a cultural, health and resource hub for West Contra Costa County. Construction and renovation is ongoing through 2022. RYSE Commons reflects the dreams, vision and support of young people, their families and the larger community. To learn more please visit [rysecenter.org/rootedandrysing](http://rysecenter.org/rootedandrysing).

**Job Summary:** The Member Engagement Coordinator (MEC) supports in implementing RYSE’s member engagement strategies & programs that uplift and build youth power. The MEC will be responsible for supporting member engagement and participation while on site, serving as a program navigator helping young people access the supports and services they may need to feel connected and cared for. Major duties include: direct member and community engagement, outreach, campus tours, curriculum development, program delivery, cultivating relationships, circle-keeping and case management. The Member Engagement Coordinator is supervised by the Culture and Engagement Program Manager.

**Job responsibilities for this position include, but are not limited to the following:**

**Youth & Community Engagement:**
- Give tours to all new/potential new members;
- Restructure, maintain, and facilitate tours and scripts with support of Culture and Engagement Program Manager (CEPM);
- Support young people with completing their membership packets/including issuing membership cards;
- Facilitate New Member Orientation to support in grounding new members in RYSE's culture and values;
- Greet and engage community members, guardians/families and partners with tours, general questions and information;
- Conduct outreach to youth, community partners, schools, local agencies and systems as determined.
Member Engagement & Culture Building
- Support youth leaders in RYSE Commons activation, including but not limited to, developing restorative accountability practices and implementing new protocols and policies;
- Support with maintenance and functioning of the member database and funding forms;
- Support all members with general questions, information and upholding House Agreements;
- Act as a first responder to member issues utilizing non-violent communication and restorative justice practices;
- Co-develop member support plans;
- Connect youth to programs and resources, as requested or determined by support plans;
- Maintain overall cleanliness of the center in partnership with the facilities team;
- Co-develop regular youth feedback loops with the CEPM;
- Co-facilitate monthly House Meetings with CEPM or other appointed staff;
- Create and engage members in impromptu activities both inside and outside i.e. board games, Xbox games, tournaments, informal dance, etc. to promote community.

Program Development
- Develop curriculum and implement workshops/activities/events (as determined) to engage all youth membership;
- Facilitate at least two workshops year round;
- Conduct healing-centered programming and services, ensure sanctuary for RYSE members, including trauma response and stabilization for individual members and RYSE community.

Administrative & Documentation Responsibilities
- Maintain accurate records (detailed case management notes, significant activities, informal interactions, group and individual sessions, detailed notes of client interactions) by entering documentation into various electronic systems to satisfy internal and external evaluating requirements;
- Attend bi-weekly all staff and departmental meetings;
- Meet productivity guidelines of the program;
- Generate reports as directed.

General Responsibilities for all RYSE Staff:
- Coordinate with Director and Program Manager on larger department and/or organization projects;
- Model effective leadership and infuse all aspects of the work with a general social and political consciousness;
- Participate in staff development opportunities, meetings, and retreats;
- Maintain weekly work plan and calendar;
- Submit monthly reports and complete program data entry;
- Support at organizational events;
- Regular check-in meetings with direct supervisor.
Qualifications & Skills:
- Minimum 2 years experience in youth development;
- At least 3 years experience working in a fast-paced multicultural youth environment;
- Experience in implementing restorative practices including circle process;
- Demonstrated ability to maintain confidentiality with sensitive information;
- Experience/desire working with young people from the diverse communities of West Contra Costa (or similar community);
- Skilled in workshop creation and facilitation;
- Ability to work and communication effectively with peers, members, parents/guardians and community partners;
- Strong organization, oral/written, interpersonal, communication skills: ability to manage time, meet deadlines, work well independently and in a team-oriented setting, and set priorities in an adaptive, fast-paced and responsive environment;
- Outgoing, enthusiastic and persuasive personality;
- Ability to work flexible hours including evenings and some weekends;
- Strong attention to detail;
- Computer literacy: word-processing, excel charts, and other work-related applications;
- Commitment to social, racial and economic justice;
- Bilingual – English & Spanish a plus;
- Willing to adapt scope and responsibilities as needed to effectively achieve RYSE's mission and best serve the priorities, needs, and interests of members;
- Must be fully vaccinated, booster included (when applicable).

Compensation:
This is a full-time position at 40 hours per week and annual salary of $45,000-50,000 (DOE); payable bi-weekly. The position is non-exempt and qualifies for overtime pay. We offer a comprehensive benefits package, which includes: medical (including acupuncture and chiropractic), dental and vision insurance, generous vacation, sick leave and holidays, a matching retirement account program, professional development opportunities, and more!

How to Apply:
This job posting will be open until filled; however, we will be reviewing resumes on an ongoing basis until the position is filled.

Please send a cover letter, resume, and three references to jamileh@rysecenter.org with the subject: Member Engagement Coordinator. Please do not embed your resume and cover letter in the email.

For more information, please visit www.rysecenter.org.

RYSE provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, ancestry, national origin, age, marital status, military or veteran status, sexual orientation, religion (including dress and grooming), sex (including pregnancy, childbirth, breastfeeding and/or related medical conditions), disability (including physical, mental, and/or HIV/AIDS status), gender (including identity and expression), genetics, or request for FMLA (if applicable). RYSE complies with applicable state, federal, and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

RYSE strongly encourages people of color, women, and LGBTQ applicants to apply. We will consider for employment qualified applicants with arrest and conviction records.