Outreach and Community Engagement Coordinator

Mission: Center for Changing Lives (CCL) partners with those held back by lack of resource and economic opportunity in order to uncover possibilities, overcome barriers, and realize their potential.

Background: CCL offers free one-on-one financial, employment, and resource development coaching to individuals and families, as well as community workshops and group coaching classes. CCL believes that every person is the expert of his, her, and their own lives and coaches partner with people to achieve goals using his/her/their strengths and values.

Position Overview: Working within CCL’s broader programming, CCL’s Outreach and Community Engagement Coordinator (OCEC) will lead and represent the organization’s outreach and engagement strategies. They will connect with partner organizations and shelter providers, engage with external and internal events/workshop attendees as well as new potential participants to support enrollment CCL services. This includes working with CCL staff to connect partners, CCL members, and community members to CCL’s wraparound, integrated services and events. This is an interactive and independent position. OCEC is expected to work with CCL’s program teams on specific projects and tasks, enter data into CCL’s data collection systems, connect with a wide range of community organizations including shelters and interim housing providers, and attend resource fairs and tabling events.

Candidates best suited for this position will be bilingual in Spanish and English and be interested in building social and racial equity. This person should be able to prioritize and organize multiple ongoing engagement strategies and projects and have excellent communications skills, able to create systems and partnerships, and regularly engage with people from various racial, socio-economic, ethnic, and cultural backgrounds.

Areas of work include:

Community Outreach and Education

- Leads CCL program outreach work including devising and implementing strategies to motivate community residents
- Recruits, trains and manages a team of volunteers to hold CCL informational sessions, outreach and other approved activities/projects
- Responsible for organizing, coordinating and carrying out CCL public education efforts/campaigns, including public presentations, direct door to door campaigns, phone banking and works with CCL’s social media communication team
- Maintains data and fills out reports based on outreach and reporting activities
• Helps the interested program participants fill out agency intakes by interviewing individuals who contact the office or program by telephone or in person regarding their need for services; gathers information needed to process applications
• Understand intake procedures, eligibility guidelines, case acceptance policies, case assignment procedures, and case and client recordkeeping procedures; implements them for individual inquires and applications for service
• Maintain initial appointment schedules, documents pertinent client information in appropriate client tracking data base and/or electronic record, files intake and other case records/databases
• Attends funder and regional intermediary meetings and trainings as needed
• Prepares reports for funders and per internal requests
• Other duties as assigned

CCL Organizational Outreach and Engagement

• Serve as an organizational liaison to Chicago-area Continuum of Care organizations, Mexican Consulate and other partner organizations by attending meetings and providing ongoing co-located services and outreach to engage the public
• Provides program information to the public seeking program details and follow ups
• Maintain and evaluate shelter-based referral system using CCL’s existing networks that includes communication with service providers and CCL coaches as needed
• Design and conduct outreach and recruitment activities, including community workshops, partner meetings and member orientations to connect community residents with CCL’s services
• May also include outreach, assessment, and onboarding for persons interested in entering CCL’s programming
• Completes other tasks assigned by their immediate supervisor/Director of Program Operations and Strategy or Executive Director

Successful Candidate will Demonstrate:
• Passion for CCL’s mission and its core values of innovation, poder, economic justice, solidarity and accountability
• Strengths around creativity, resourcefulness, problem solving, persistence and self-reflection
• Proclivity to risk-taking and a willingness to fail, learn and adapt
• Openness to regular, 360-degree feedback and an environment of mutual accountability
• Ability to engage a diverse community of people
• Commitment to confidentiality and professionalism

Required Qualifications:
• Must have HS Diploma; BA/BS preferred
• Bilingual (English/Spanish)
• Previous experience in supervision and team leadership
• High degree of volunteer and community-based activities
• Able to work with a wide variety of people, manage conflict and stress appropriately
• Team player and willing to take on multiple tasks at once and independent worker, requires minimal supervision

The aforementioned job description can and will be updated based on need and approval of immediate supervisor or Executive Director. This description should not be construed to contain every function or responsibility that may be required to be performed by an incumbent in this job. Incumbents are required to perform other related functions as assigned.

Job Description
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• Exceptional organization and time management skills
• Outstanding and Exemplary “customer service” attitude
• Excellent oral and written communication skills, bilingual English/Spanish
• Dependability, punctuality and strong time management skills
• Strong project management skills, attention to detail and effective management of multiple projects at one time
• Ability to adhere to deadlines, react to unpredictable events quickly and efficiently, be resourceful, manage conflict and challenges well
• Advance skills with Microsoft Office, Word, Excel, PowerPoint, and Internet
• Be available to work weekends and unconventional hours when required
• Have access to reliable transportation

Outcomes: This position is an outcomes-oriented position, with specific expectations based on community engagement and outreach metrics, and maintenance of the documentation required to corroborate such activities.

Working Conditions: The position requires flexibility in schedule, duties, or unexpected events/circumstances that may occur, so tasks not specified here may be required to successfully execute the position and may be asked upon by CCL’s Administrative Team. Evenings and weekends and off-site work are required. The schedule is flexible and is subject to the needs of the program and staff and may change based on the needs of the program and staff. This position is supervised by the CCL Executive Director.

Salary: This is an at will full-time exempt position. The starting annual gross salary is between $40,000 to $45,000 and depends on relevant experience.

Benefits Summary: This is a full-time (40 hours a week) exempt position that includes health, dental and vision insurance, life, short-term and long-term disability insurance as well as generous paid time off (4 weeks paid vacation, 7 sick days, 4 personal days, 12 paid holidays). Additional benefits include flexible savings account, commuter benefits, employer matched retirement plan, employee assistance program and sabbatical leave.

To Apply: Submit cover letter and resume to careers@cclconnect.org. No phone calls, please.

Women, people of color, LGBTQ, people with disabilities and veterans are strongly encouraged to apply. CCL is an Equal Opportunity employer.

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