



## JOB DESCRIPTION

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<b><u>TITLE:</u></b>	Community Engagement Manager
<b><u>CATEGORY/DEPT:</u></b>	Strengthening Families
<b><u>REPORTS TO:</u></b>	Community Wellness Director
<b><u>REPORTING STAFF:</u></b>	Yes
<b><u>STATUS:</u></b>	Exempt

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### **AGENCY OVERVIEW:**

Westside Children's Center (WCC) exists to give at-risk children and children living in poverty the foundation they need to increase their life choices and lead fulfilling lives. For over 25 years, WCC has been providing thousands of at-risk children and their families with critical, high-quality early education programs (including comprehensive Early Head Start services), family strengthening interventions, foster care and adoption services, and a range of vital, integrated services, including educational assessments, disabilities screenings, mental health services, nutrition, dental and vision screenings, and pediatric health consultations.

### **JOB SUMMARY:**

The Community Engagement Manager works in close collaboration with the Community Wellness Director to increase WCC's Prevention & Aftercare service, outreach, activity/events and networking capacity. The Community Engagement Manager hosts and participates in weekly weekend activities and events at WCC's Early Education Center or in the community. The Community Engagement Manager is responsible for maintaining relationships with community partners and establishing community networks. The Community Engagement Manager is a community organizer who will create, cultivate, and maintain strong connections to ensure that WCC is a leading and known resource in the community. The Community Engagement Manager is responsible for deliverables including turnout goals at the various program activities, events and community meetings; managing case navigation referrals, assignments, and tracking; and collecting satisfaction surveys and other required evaluation tools.

### **ESSENTIAL JOB DUTIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Lead Prevention and Aftercare (P&A) outreach efforts; responsible for meeting turnout goals for events including Nurturing Parenting Group, Connecting Parents Group, Relative Support Services support group, and other WCC community events
- Develop a community network of activists and leaders; Organize and facilitate the Community Collaborative and Connecting Parents meetings to nurture existing partnership and grow the WCC network
- Host regular cross-agency outreach meeting, managing outreach calendar, coordinate staff presence at outside events, and in close collaboration with cross agency departments manage outreach materials budget, and create, purchase, maintain and distribute outreach materials

- Work closely with Community Wellness Director to manage P&A County Directed Discretionary Fund budget
- Evening and weekend hours are required to manage and oversee events
- Staying in close communication with key WCC staff, produce and manage all aspects of Children's Arts Festival including vendor research and outreach, community partner outreach, event design and decorations, logistics coordination, volunteer management, in-kind donation solicitation and participant recruitment
- Work closely with Operations Manager to coordinate use of facilities, use agreements, etc.
- Collect stakeholder feedback surveys, and other required evaluation tools as needed
- Serve as a liaison to community partner networks
- Serve as the liaison for the Jesuit Volunteer Corp, Health Neighborhood Initiative, and other key partnerships
- Coordinate multiple community-oriented events each month for children and families on responsive topics such as, literacy, gardening, art, health, nutrition, etc.
- Work closely with Volunteer Program to ensure P&A event volunteer needs are met
- Oversee staff responsible for maintenance of and programming around WCC's on-site learning garden
- Manage P&A case navigation administration
- Supervise case navigation done by family resource specialists, and other WCC staff members providing case navigation services under P&A
- Manage all P&A referrals, case assignments, reporting, meeting DCFS required deadlines, etc.
- Participate in and support case reviews to ensure chart compliance with all standards
- Under guidance of program leadership, ensure all clinical services meet legal and ethical standards and are HIPAA compliant
- Work closely with Community Wellness Director to review and analyze monthly service numbers to assess alignment with budget and initiate preventative measures if any problems appear, ensuring the agency provides services to the required number of families each month in order to meet funder expectations and to maximize the contract allocation
- Provide direction and supervision to staff to ensure optimal client/community services
- Develop and maintain program protocols, service delivery standards, and cultivate new and innovative partnerships to best serve children and their families
- Attend trainings and meetings as needed
- Complete additional funder reporting documentation as required and assist with preparing for audits
- Proactively represent the agency throughout the community
- In accordance with our "team" philosophy, the person filling this position may occasionally be required to carry out or assist with other tasks in addition to the duties listed on this job description
- Staff must believe in and act in accordance with both the Agency's and the program's mission/vision statements, adopted theoretical frameworks, and philosophy

**QUALIFICATIONS & EDUCATION:**

- Experience with community organizing or in community outreach required; demonstrated ability to engage and mobilize community members
- Bilingual English and Spanish strongly preferred
- Experience with public speaking or presenting required
- Ability to collaborate effectively with community partners required
- Bachelor's degree in social science or a related field required
- Two years' full-time management experience in a social service agency preferred
- Experience managing programming on County of Los Angeles contracts (e.g. DCFS, DMH) a plus
- Master's Degree in Marriage and Family Therapy, Social Work, Psychology, or a related field a plus; Licensed Marriage and Family Therapist or Licensed Clinical Social Worker a plus

- Experience with at-risk populations, parenting, child abuse, and clients with diverse backgrounds preferred
- Strong understanding of mandated reporting requirements and crisis intervention preferred
- Ability to handle multiple projects and deadlines
- Ability to effectively establish rapport and maintain appropriate boundaries with supervisees, staff and clients
- Ability to communicate effectively – verbally and in writing
- Strong organizational skills
- Commitment to teamwork
- Basic computer skills required – Word, Excel, Software applications
- Experience working with diverse groups and populations
- Passionate about learning and possesses curiosity about issues affecting children and families
- All employees, regardless of position, serve as role models for children and families who are served by our agency.
- Fingerprint background clearance (DOJ, FBI & Child Abuse Clearance Index), or approved exemption
- Successful completion of pre-employment physical, PPD risk assessment, proof of immunizations for pertussis, measles and influenza
- Class “C” driver’s license, proof of insurance and access to reliable transportation required

*Westside Children’s Center is an equal opportunity employer and encourages all applicants and seeks to hire qualified staff who reflect the rich diversity of the communities we serve. We define diversity in broad terms to include race, ethnicity, nationality, age, gender, religion, sexual orientation, gender identity and expression, disability, geography, socio-economic status and other unique attributes that make us who we are.*



*Westside Children’s Center has achieved accreditation through the Council on Accreditation (COA). This means our programs, services, administration, and management have been rigorously evaluated and meet best practice standards. Visit [www.COAnet.org](http://www.COAnet.org) to learn more about COA Accreditation.*

**FOR CONSIDERATION:**

Send cover letter and resume to [hr@westsidechildrens.org](mailto:hr@westsidechildrens.org)