



## Community Engagement Coordinator Job Description

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**Job Title:** Community Engagement Coordinator  
**Reports to:** Executive Director  
**Location:** Hybrid position – three days in Santa Ana office, two days from home  
**Hours:** 38 hours per week, full-time, non-exempt position, contract position through 12/31/2022

***We are looking for a Community Engagement Coordinator to join our team! Do you have experience with marketing and communications? Building and managing relationships with community partners? Do you have excellent writing skills and enjoy public speaking? If so, we encourage you to apply! Please read the job description in its entirety before applying.***

### ABOUT THE FAMILY SOLUTIONS COLLABORATIVE

The Family Solutions Collaborative is made up of the leading family homeless providers in Orange County. Through our strong partnerships, our member organizations ideate, implement and advocate for innovations throughout the family homeless response system, making the FSC the primary driver toward ending a family's housing crisis promptly in an equitable, coordinate manner, employing prevention, diversion and housing strategies. The Family Solutions Collaborative's philosophy, systems and strategies for education, evaluation of data, technical assistance, training and tools are the models for ending family homelessness. For more information regarding the Family Solutions Collaborative, please visit: [www.familysolutionscollaborative.org](http://www.familysolutionscollaborative.org)

### JOB SUMMARY

Reporting to and working closely with the Executive Director, the Community Engagement Coordinator is responsible for engagement with the Community, partners, members and other interested parties to ensure the FSC mission and services are represented and to the community-at-large. Part of this position will include attending community meetings, public presentations, coordination of trainings as well as promotion of the FSC through written marketing collateral.

The ideal candidate is a high performing and motivated individual who has a passion for helping to prevent and end a family's housing crisis and is comfortable interacting with the community, providing public presentations, is highly organized with the ability to

present information in a clear and concise manner, both written and verbal.

## **ESSENTIAL JOB DUTIES**

### **Outreach and engagement:**

- Cultivate and promote positive relationships with members and partners.
- Attend community events (in-person and online) as a Family Solutions Collaborative Representative.
- Outreach to agencies, organizations, partners and stakeholders to conduct presentations, both in-person and utilizing online platforms. Managing and coordinating invitations and scheduling.
- Engage in outreach and communication with FSC Member organizations, ensuring timely communication of information and materials.
- Maintain positive working relationships with members, community partners and stakeholders.
- Conduct site visits of Member agencies as requested and as needed.
- Coordinate events with members and community partners as needed.
- Coordinate FSC quarterly at-large meetings, other meetings and trainings as identified.
- Conduct various surveys to engage members and potential members on the work of the FSC.
- Increased partnership with a variety of community partners.
- Increase visibility and understanding of the system-wide work done in Orange County to work to ensure family homelessness is brief, rare and non-recurring.

### **Presentations and community messaging:**

- Identify agencies and groups in the Community who could benefit from understanding the work of the FSC and provide in-person and/or online presentations and overviews.
- Create marketing and messaging materials of both written and data elements to include pamphlets, brochures, and presentations; newsletters and social media posts.
- Work with web-developer to update information on the FSC website.
- Develop monthly newsletters and regular social media posts.
- Create and provide resources for FSC membership and community at-large via newsletter, social media and website

### **Collaboration:**

- Quickly assess and analyze complex and challenging issues and communicate information and actions needed in a timely and responsive manner.
- Demonstrate professionalism, tact and diplomacy while representing the FSC in meetings, through written correspondence and other official roles.

- Communicates verbally and in writing with the Providers, general public, Stakeholders, and Collaborative in order to communicate agreement requirements, resolve inquiries, and report progress.

### **Reporting:**

- Assist with the preparation of various report summaries of FSC activities and statistical information
- Establish and record the chart of work of the Family Solutions Collaborative
- Prepare a monthly staff report to be provided to the FSC Executive Committee

### **Additional Qualifications**

- BA or BS degree from an accredited institution.
- Knowledge of community resources, social service providers and trends in the field.
- Excellent communication skills for a variety of audiences, both written and verbal with the ability to create written marketing materials for a variety of communication platforms.
- Ability to effectively manage multiple priorities while maintaining attention to detail
- Ability to attend functions/activities outside normal business hours.
- Bilingual preferred
- Maintain valid California Driver License and State-mandated Auto Insurance
- High level of professionalism and discretion is required

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time. This job description shall be reviewed on an annual basis.

Qualified candidates called for an interview will be required to submit a written sample of work.

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Submit resume and cover letter to: [echilds@families-forward.org](mailto:echilds@families-forward.org) Indicate the reasons you are interested in the position. Submissions without a cover letter will not be considered.

This position is funded through Hoag Community Benefits Program.