



Project Citizenship Community Engagement Manager Job Description

Project Citizenship seeks a Community Engagement Manager to oversee Project Citizenship's immigrant outreach and community engagement efforts, citizenship workshops, data collection and management, and to supervise AmeriCorps service members and/or part-time staff members.

Project Citizenship's exclusive mission is to assist permanent residents to become U.S. citizens by offering free workshops, eligibility screening, application assistance, legal referrals, and all materials needed to apply for U.S. citizenship. Citizenship is the only protection against deportation and the best method to secure important rights and benefits.

Principal Purpose of Job: The Community Engagement Manager supports the Interim Deputy Director and works collaboratively with the Program Manager to manage Project Citizenship's programming, including workshop execution, immigrant outreach and community partnerships, and data management.

Supervision: The Community Engagement Manager reports directly to the Interim Deputy Director.

Essential Job Functions:

Citizenship Workshops

- Manage all aspects of client outreach and management for virtual and in-person citizenship workshops
- Responsible for planning and executing community-based and partnership organization citizenship workshops hosted virtually and throughout greater Boston
- Work collaboratively with Program staff on determining and managing the year-long workshop schedule
- Play a key leadership role in planning and executing larger Citizenship Day events

Immigrant Outreach and Community Engagement Efforts

- Conduct outreach in immigrant communities, including presenting information sessions in collaboration with community organizations about citizenship and Project Citizenship's services, and create relationships with community representatives
- Maintain and improve established networks with community organizations that are currently providing and/or have interest in citizenship
- Maintain and expand referrals and partnerships from community organizations in service areas; develop 12-month outreach and engagement plan with deliverables
- Represent Project Citizenship at community meetings and events to promote services

Data Management

- Oversee data tracking/reporting after citizenship workshops and for general database maintenance and case management, with a focus on client reporting
- Maintain Salesforce database and data integrity, including onboarding and training of new staff and management of best practices
- Work collaboratively to update, improve, and maintain the database systems and standard operating procedures

Supervision

- Interview, onboard, train, and supervise select AmeriCorps service members, interns, and/or part-time staff members. Serve as a resource and primary contact person to programs.

Citizenship Services

- Provide high-quality legal support services to prospective and current clients, including eligibility screening, providing case updates, completing applications, and packaging completed applications
- This role will require the Community Engagement Manager to seek Department of Justice accreditation
- As a DOJ accredited representative, the Community Engagement Manager *may* attend naturalization interviews before USCIS as a legal representative for disabled clients to advocate for the approval of their citizenship case and review completed applications for quality assurance.

The right candidate for this role *may have*:

1. An associate's or bachelor's degree or four years of related experience
2. 2-5 years of professional experience or transferable experiences
3. Community outreach or relationship management experience

Important characteristics and skills for the success of this role include:

1. Bilingual in Spanish/English highly favored due to needs of the organization; Haitian Creole, Portuguese, Mandarin, Cantonese, and/or Vietnamese proficiency also highly desired.
2. Relationship-builder: communicative, easy to talk to, and calm under pressure
3. Detail-oriented, responsible, energetic, self-directed.
4. Excellent organizational skills; ability to plan workflows, handle multiple tasks simultaneously, prioritize, problem solve, and meet deadlines.
5. Strong computer skills and facility with the internet.
6. Knowledge of Zoom, Microsoft Suite, and Salesforce highly preferred.
7. Excellent writing and communication skills.
8. Experience with nonprofit organizations in the areas of immigration and knowledge of the greater Boston community is a plus.
9. High degree of personal and professional integrity.
10. Willingness and interest in supporting a small nonprofit by supporting where needed; within reason and capacity

We know that many people (especially people of color, women, LGBTQ+, or people with disabilities) are less likely to apply if they do not check off all the boxes. If you think you're a good fit for this role, we encourage you to apply even if you do not meet all our desired expectations.

Benefits & Details

- This is a full-time exempt Hybrid role with a required 3 days in the office in Boston per week
 - This position occasionally requires weeknight and weekend hours (with accompanying flex time).
- Salary range: \$50,000-\$65,000; commensurate with experience and language capacity.
- 4 weeks of paid vacation (with increase upon year 3), 11 paid holidays, 5 days of wellness leave, 5 days of bereavement leave, and Massachusetts PFML
- Health insurance (w/ employee contribution), 401K access after 6 months of employment
- Professional Development: stipend, onboarding support, and opportunities to grow

How to apply: We have retained Jessye Kass Consulting for this search. **To apply, please fill out this [Google Form here \(bit.ly/procithire\)](#).** In lieu of a cover letter, this form will ask you a few short-answer questions, screening questions, and have you attach a resume. **[Please submit your application by July 17th, 2023.](#)**

If you have any trouble accessing this form, or have any accessibility needs, please email: [Jessye Kass, jessyekass@gmail.com](mailto:jessyekass@gmail.com) for support.