



Project Citizenship Community Engagement Manager Job Description

[Project Citizenship](#) seeks a dedicated Community Engagement Manager to manage Project Citizenship's immigrant outreach and community engagement efforts, citizenship workshops, data collection and management, and to supervise AmeriCorps service members.

Project Citizenship is a nonprofit organization that seeks to increase the naturalization rate in New England, with a focus on the most vulnerable and disadvantaged populations. We do that by offering eligibility screening, application assistance, legal referrals, free workshops, and all materials needed to apply for U.S. citizenship, leveraging our impact with the support of hundreds of volunteers and community partners. Project Citizenship envisions a society where all immigrants have the opportunity to participate in American democracy and thrive in their communities fully.

Are you ready to take on a challenging and rewarding role that allows you to make a difference in the lives of others and contributes to the success of Project Citizenship? If so, we invite you to apply for this position today!

Principal Purpose of Job: Lead Project Citizenship's immigrant outreach and community engagement efforts and work collaboratively with the Program team to manage Project Citizenship's programming, including workshop execution, immigrant outreach and community partnerships, and data management.

Location: This is a hybrid in-office and remote position (3 days and 2 days, respectively). It occasionally requires weeknight and weekend hours (with accompanying flex time).

Essential Job Functions:

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.
- Represent Project Citizenship at community meetings and events to promote services.

Citizenship Workshops

- Manage all aspects of client outreach and management for citizenship workshops.
- Plan and execute community-based workshops throughout greater Boston and beyond.
- Work collaboratively with Program staff to determine and manage the annual workshop schedule.
- Play a key leadership role in planning and executing larger Citizenship Day events.

Citizenship Services

- Provide high-quality legal services to prospective and current clients, including eligibility screening, providing case updates, completing applications, and packaging completed applications.
- Once accredited as a DOJ accredited representative (with training sponsorship by Project Citizenship), review completed applications for quality assurance, and as time permits attend interviews as a legal representative for disabled clients to advocate for the approval of their citizenship case.
- Interview, onboard, train, and supervise AmeriCorps service members and Program interns. Serve as a resource and primary contact person.

Data Management

- Oversee data tracking/reporting after citizenship workshops and for general database maintenance and case management, with a focus 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.

Qualifications Desired:

1. Bachelor's degree from an accredited college or university or four years applicable experience.
2. 2-5 years of professional experience, in particular in community outreach or relationship management.
3. Proficiency in Spanish and/or Haitian Creole.
4. Detail-oriented, responsible, energetic, self-directed.
5. Excellent organizational skills; ability to plan workflows, handle multiple tasks simultaneously, prioritize, problem solve, and meet deadlines.
6. Strong computer skills (Microsoft Suite) and facility with the internet.
7. Excellent writing and communication skills.
8. High degree of personal and professional integrity.
9. Experience with nonprofit organizations in the areas of immigration and knowledge of Greater Boston community a plus.
10. Knowledge of Salesforce a plus.

We know that many people (especially people of color, women, LGBTQ+, and 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.

Details:

- This is a full-time hybrid position.
 - At least 3 days in offer per week will be required after fully in-person onboarding.
 - This position requires occasional evening and weekend hours (with accompanying flex time).
- This position reports to the Associate Director.
- Pay rate range: \$ 55,000 - \$62,000, commensurate with experience.
- Benefits include 4 weeks of paid vacation, 11 paid holidays, 5 days of wellness leave, health and dental insurance (w/20% employee contribution), and 401K retirement plan with employer match after 6 months of employment.

How to apply:

To apply, please fill out this [Google Form](#). In lieu of a cover letter, this form will ask you a few screening and short-answer questions and will request your resume.

Applications will be reviewed on a rolling basis, so we encourage you to apply early. Start date is as soon as possible.

If you have any trouble viewing or accessing the Google Form, or have any accessibility needs, please email careers@projectcitizenship.org for support.