Community Engagement Manager Job Description

Are you passionate about positively impacting the lives of immigrants in Boston and beyond? Project Citizenship seeks a dynamic Community Engagement Manager to lead immigrant outreach and client recruitment, expand community partnerships, and support programming across our service area. This role combines community engagement, event management, direct client services, supervision, and program operations to expand access to citizenship services and help immigrants achieve their goals.

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 Client Services team to manage Project Citizenship's programming.

Essential Job Functions:
Immigrant Outreach and Community Engagement (45%)

- Lead outreach efforts in immigrant communities by partnering with community organizations to deliver citizenship information sessions, increase awareness of Project Citizenship's services, and develop meaningful relationships with community stakeholders and 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.
- Coordinate with marketing and communications staff to support client recruitment efforts.

Citizenship Workshop Management (15%)

- Plan and execute community-based workshops (clinics) throughout our service area.
- Play a key leadership role in planning and executing larger Citizenship Day events.
- Work collaboratively with Program staff to determine and manage the annual workshop schedule.

- Support volunteer coordination and communication for community-based workshops.
- Collaborate with Development staff to ensure effective cross-functional coordination.

Citizenship Services (25%)

- Provide high-quality legal services to prospective and current clients, including eligibility screening, providing case updates, completing applications, supporting quality assurance and packaging completed applications.
- Contribute to the effective collaborative case management tasks across client services workstreams.

Programs & Data Management (15%)

- Support leadership and oversight for program operations, ensuring effective service delivery, alignment with organizational goals, and adherence to program standards and procedures.
- Participate in departmental planning, continuous improvement initiatives, and cross-functional projects that advance program goals and organizational effectiveness.
- Oversee post-workshop client data tracking/reporting for assigned workshops managed.
- Maintain Salesforce data integrity and support the administration of stakeholder database, case management, and communication systems.
- Interview, supervise, and/or train service members, interns, part-time outreach staff, and/or entry-level Programs staff members.

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. Professional proficiency in Spanish strongly preferred.
4. Strong interpersonal skills and the ability to build, maintain, and strengthen relationships with diverse community partners, stakeholders, and clients.
5. Highly organized, detail-oriented, and self-motivated, with the ability to manage multiple priorities, solve problems, and meet deadlines in a fast-paced environment.
6. Creative and strategic thinker with the ability to adapt outreach approaches and program activities to meet evolving community needs.
7. Demonstrated professionalism, sound judgment, integrity, and accountability.
8. Excellent written and verbal communication skills, including public speaking.
9. Strong computer skills, including proficiency with Microsoft Office and web-based applications.
10. Experience working in nonprofit organizations, particularly in immigration services, and knowledge of immigrant communities in Greater Boston preferred.
11. Knowledge of Salesforce a plus.
12. DOJ Accreditation or interest in working towards becoming a DOJ accredited representative 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-office per week will be required, after fully in-person onboarding.
    - This position periodically requires weeknight and weekend hours (with advance notice).
- This position reports to the Associate Director.
- Salary 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); 401K retirement plan access (with 2% match of employee's contribution) after 6 months of employment; and support in pursuing DOJ Accreditation.

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.