



Job Description

Position: Community Outreach & Engagement Specialist
Reports to: Director of Placement & Belonging
Status: Exempt
Hours: Full-Time / Maximum of 40 hours per week
Hours of Operations: Mon-Fri 8am-4pm/Some evenings and weekends, as needed.

Organizational Description. North Lawndale Employment Network is a comprehensive workforce development agency on Chicago's West Side dedicated to advancing the economic outcomes of the community's residents through innovative employment initiatives, including our social enterprises. In August 2021, North Lawndale Employment Network transitioned to a new campus which features a premier community café for residents and stakeholders.

Our Mission. To improve the earning potential of the North Lawndale community through innovative employment initiatives that lead to economic advancement and an improved quality of life.

Opportunity. We are seeking a Community Outreach & Engagement Specialist who is an experienced professional responsible for cultivating strategic partnerships through community outreach activities. This position develops relationships with businesses, individuals, schools and other organizations interested in utilizing the North Lawndale Employment Network's (NLEN) programs and services. This position interfaces regularly with the NLEN leadership team and reports to the Director of Workforce Programs & Compliance.

Key Responsibilities.

Community Outreach

- Build and maintain effective relationships among community residents, stakeholders and partners to strengthen community support of NLEN programs.
- Work with NLEN leadership team to develop and implement a comprehensive and innovative community outreach plan targeting individuals and community-based organizations.
- Determine potential referral partners relevant to NLEN programs and services through ongoing research and evaluation and cultivate those prospects that best align with NLEN's strategic short- and long-term priorities and needs.
- Conduct outreach presentations and events to educate community residents on resources and programs that NLEN offers.
- Serve as an ambassador of the mission of NLEN in the interaction with current and potential partners.
- Attends relevant community meetings; participate in relevant councils and committees.

Client Engagement

- Implement NLEN orientations, manage the intake processes, and help clients with the onboarding process.
- Work collaboratively and seamlessly with staff and local partners to increase participation in our job-training, financial well-being, and supportive services.

- Conducts activities related to establishing and managing monthly and quarterly recruitment campaigns and events.

Administrative Support

- Track, compile, and maintain data for referral sources, client origins, and orientations for NLEN use and distribution.
 - Document all participant and employer contact, activities, and outcomes in Salesforce.
 - Maintains accurate records and provides monthly reports on goals in the recruiting plan.
 - Develops outreach materials and packets.
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- Other duties as assigned.

Qualifications

- Bachelor's degree from a four-year college or university. A degree in Human Service, Social Work, Business or a related field is preferred but not required, or an equivalent combination of training and experience.
- Excellent public speaking and presentation skills
- General Knowledge and understanding of the needs of a low-income working population.
- Experience working with clients with barriers to employment.
- Car and valid Illinois driver's license, and proof of insurance required.
- Has a strong performance orientation and skillful strategic thinking. Establishes clear expectations and continuously measures performance.
- The ability to work through stringent deadlines with acute attention to detail is required. Maintains focus on priorities.
- Self-starter with the ability to manage time effectively.
- Demonstrates excellence in both oral and written communications. Knowledge of external communications and cultivation techniques are essential.
- Ability to coordinate all aspects of an event including - logistics, correspondence, financial reports and printed materials.
- Ability to coordinate and lead committee meetings.
- Proficiency in Microsoft Office

NLEN Core Values

Neighborhood-focused employment initiatives are fundamental.

Successful programs are neighborhood-focused and community-driven, so they meet the specific needs of individuals.

Quality of work matters.

People who work hard should not be poor. A full-time job must meet basic needs and offer conditions for engagement, advancement, and respect.

Economic mobility is essential to reducing poverty.

Family supporting wages and financial literacy are core to addressing economic insecurity, which disproportionately affects African American, Latino, and other families of color. Economic insecurity is not only impacting the poor; it has grown to threaten the middle class. Self-employment and entrepreneurship are critically important economic mobility strategies to generate income and boost household finances.

We must address the racial wealth gap and social inequality.

The United States' history of racially charged public policy has created the modern racial wealth divide not just through the legacy of slavery and Jim Crow, but through the more recent race-based discrimination in hiring, housing subsidies, tax subsidies, and veteran benefits as well as other implicitly and explicitly racist public policies.

Everyone deserves human dignity and empowerment.

To uphold this belief, we do all of our work in a manner that values human dignity and eliminates shame, humiliation, and stigma by building on the strengths that help our participants and community survive loss and trauma and rebalance the power dynamic between participants and authority figures.