

Job Title:	ICAN! Community Engagement Manager	Reports To:	Principal/Executive Director of ICAN!
Location:	Chicago	Travel Required:	
Level/Salary Range:	DOE	Position Type:	Full Time
HR Contact:	Claudria Hurt	Date Posted:	09/27/2021
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Applications Accepted By:

Email: careers@alliancechicago.org or Fax: 312.274.0069
Subject Line: ICAN! Community Engagement Manager

Job Description:

Position Summary:

The ICAN! Community Engagement Manager (CEM) position is responsible for mobilizing people and organizations to actively participate in ICAN!'s programs and advances ICAN!'s goals through advocacy, volunteer engagement, and partnership development. The CEM will work with the Executive Director, Principal, Director of Community Engagement, and other staff to develop a vision to engage and intentionally incorporate community voice and play a lead role in implementing this vision. The CEM is a leader in volunteer and stakeholder engagement and an expert at designing and managing community engagement services, experiences, and initiatives. The CEM effectively develops relationships with community leaders and serves as ICAN!'s liaison with various constituents. The Community Engagement Manager understands the need for rigorous tracking of contacts, activities, and performance data and effectively utilizes the database, social media, and other tools for targeted outreach and promotion. The CEM will partner with the ICAN! team to outreach to community organizations that have expertise in supporting the maternal and adolescent health and social service needs of vulnerable populations to determine and implement a plan for community partner engagement, including coordination and management of special events as needed. Additionally, the CEM will partner with the ICAN! team to establish, recruit and manage a Community Advisory Board (CAB). The CEM will also serve as an educator and reproductive and sexual health subject matter expert, delivering ICAN! educational workshops to youth-serving organizations.

Primary Deliverables for 2021-2022:

- 1) Lead and manage a 16-20 member CAB (comprised of 50% youth members) and ensure participation and engagement goals are met or exceeded. Facilitate and manage CAB review of community partner funding requests. Recruit and establish CAB for 2022.
- 2) Establish partnerships (and execute MOUs) with 12+ community partner organizations serving ICAN!'s priority population. Document interactions, solicit ongoing feedback, and track outcomes of partnership, including the number of community partner staff educated through ICAN! trainings, the number of community partner participants/clients educated through ICAN!'s workshop, and the number of community partner clients referred to ICAN!'s Quality Hub Network.
- 3) Working with the Social Media Coordinator, support social media growth and engagement to meet or exceed goals, including followers, shares, views, likes, comments, etc.
- 4) Through effective and innovative community outreach and programmatic engagement, significantly increase visits/traffic to consumer-facing website to meet or exceed goals.
- 5) Identify and develop opportunities for volunteer engagement including but not limited to: patient simulation activities, brand/education ambassadors, story-banking. Create a tracking system to collate experiences and provide continuous feedback and engagement.

- 6) Deliver educational workshop to youth-serving organizations, community partners, and prospective community partners.

Essential Duties:

- Identify, pursue, and track collaborations and engagements with audiences that may have an unmet contraceptive need and are key ICAN! constituents. Recruit, develop, and lead an ICAN! CAB with individuals from communities with the greatest unmet contraceptive need.
- Support and engage CAB and volunteers in social media activations.
- Establish and continue to build partnerships and meaningful relationships with related organizations throughout the state, with focus on youth centric groups and public school systems.
- Represent the organization at coalition and community group meetings, health fairs, public forums, and private events
- Develop, organize, and facilitate or co-facilitate meetings, discussion groups, ongoing workshops, and other special events
- Creatively engage the public to garner their trust while informing people of our programs and supports
- Select, train, and supervise volunteers/interns related to community engagement
- Produce assets, writing, photographs, video, and other public facing statements and communication for the organization on a range of issues. Publish and distribute these communications through partners, social media, website, press releases, newsletter, and other means.
- Efficiently perform administrative duties in preparing plans, resources/tools and relevant reports with attention to accuracy and timeliness.
- Other duties as assigned.

Other Requirements:

- Demonstrates ability to work independently and flex and grow in an innovative space.
- Demonstrates exceptional written and oral skills, carrying out activities with critical thinking and efficiency.
- Experience using the following: Basecamp, Google Analytics, social media platforms, and CRM for marketing automation.
- Extremely familiar and proficient with Microsoft Office Professional products, specifically Excel, Word, and Outlook.
- Shows proficiency in preparing and submitting workplans and reports.
- Ability to multi-task and work on simultaneous projects with little lead time.
- Confidence to present with various audiences from end users to funders.

Education/Training/Expertise:

- Bachelor's degree in health/social science/ business administration/computer science, +3 years of experience is required; or a Master's degree in health/social science/nonprofit/business administration/computer science, +1 years of experience is required.

Experience:

- Comprehensive management skills and experience are required including, but not limited to, short and long-term planning, evaluation, project management, directing and motivating networks, public speaking, digital marketing and information technology skills. This position requires demonstrated experience in managing and implementing a comprehensive initiative with the competency and ego to do work spanning from entry level to executive function skills. The individual is expected to be highly self-motivated and passionate about the mission of expanding contraceptive access and contraceptive equity.
- Knowledge and experience in the following areas is highly preferred: Understanding of the healthcare network for underserved/underinsured in the Chicagoland area; knowledge of evidence-based contraceptive/reproductive health services; strong understanding and affinity to work with technological interfaces/applications/platforms. Experience working with community-based organizations and non-profits from diverse sectors reflective of Illinois residents. A deep knowledge of community relationship relationship-building and collaboration.

Working Conditions:

- Extensive telephone and desk work at the comfort of your preferred site in Chicago. Final schedule arrangement to be determined prior to hire.
- May be required to lift, carry, bend, reach and stand with parcels up to 25 lbs. Includes carrying ICAN! assets and collateral to various events.
- On occasion, will work hours outside of conventional business hours, including evenings and weekends.

ORGANIZATIONAL OVERVIEW:

Founded by four partner Community Health Centers in 1997, AllianceChicago's three core areas of focus are Health Care Collaboration, Health Information Technology, and Health Research & Education. AllianceChicago supports the use of HIT to improve quality, efficiency, and access to services in a national network of community Safety Net health care organizations. The mission of AllianceChicago is to improve personal, community, and public health through innovative collaboration.

ADA Statement: The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

EEO Statement: AllianceChicago believes that all applicants and employees are entitled to equal employment opportunities and maintains a policy of non-discrimination with respect to religion, color, sex, sexual orientation, national origin, age, veteran status, marital status, physical or mental disability, or any other legally protected class in accordance with applicable law, except where a bona fide occupational qualification exists. AllianceChicago will comply with all phases of employment including, but not limited to, hiring practices, transfers, promotions, benefits, discipline, and discharge.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as qualified.