



Mano a Mano  
Family Resource Center

**Job Title:** Community Engagement Manager

**Reports to:** Director of Community Building

**Employment Status:** Full Time, Exempt

**Salary:** Negotiable depending on experience. Includes eligibility for health benefits and paid leave.

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrant and underserved families of Lake County, Illinois to become full participants in American life by providing quality programs and services that educate and establish links to essential community resources. We implement this mission through our four programs: Healthy Families, Productive Parents, Successful Children, and Engaged Citizens. Our work is sustained by our respect for human dignity and our belief in the equality of all people. Located in Round Lake Park, Mano a Mano serves approximately 4,000 immigrants annually from across Lake County and surrounding areas.

#### **POSITION SUMMARY:**

The Community Engagement Manager (CEM) is responsible for the organization-wide management of external relationships, including grassroots outreach and strategic relationship management. Under the supervision of the Director of Community Building (DCB), they will oversee the development and implementation of the organization's community outreach plan and calendar, ensuring that the organization's presence and support are strongly felt in our community. The CEM will work closely with the DCB and organizational leadership to identify, manage, and build partnerships and relationships with peer organizations, government entities and officials, donors, and volunteers. The CEM may be assigned other duties as necessary, supporting leadership team in activities such as advocacy and event planning.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

##### **Grassroots Community Outreach**

- Designs and manages annual outreach plan and calendar, working with staff members across programs in coordinating agency-wide participation in outreach activities;
- Oversees the recruitment and performance of interns and/or volunteers to support organization's outreach efforts;
- Manages data and reporting on community engagement and outreach activities to inform colleagues, managers, and directors across the organization of community engagement progress, ensuring compliance and best practices in data management and reporting;
- Monitors the efficiency and effectiveness of outreach for Mano a Mano programming;
- Conducts presentations to promote awareness of Mano a Mano's programming virtually, at both Mano a Mano sites and other locations throughout Lake and McHenry Counties;
- Supports program leadership and staff in the planning and logistics of educational and programmatic events;
- Conducts community outreach through distribution of materials throughout the community; and
- Attends regular outreach events within the Lake and McHenry Counties and other places as needed; on weekdays, evenings and weekends.



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### **Community and Civic Engagement:**

- Identifies, builds, and manages relationships with partner agencies, elected officials, government agencies, and community;
- Serves as organizational point of contact for new relationships, partnerships, and events and coordinates initial communications between new external contacts and organization's leadership team;
- Designs and manages organizational event calendar for internal and external events and facilitates staff attendance for events in coordination with program management;
- Represents organization at different community meetings, coalitions, and committees;

### **Marketing & Communications:**

- Designs and implements the organization's annual communications plan in coordination with organization's leadership;
- Oversees the design and dissemination of organizational marketing materials, in both English and Spanish;
- Supports communications elements of organization's fundraising and development efforts;
- Manages the organization's social media platforms ensuring consistent and competent messaging, acting as the primary point of contact for community members on digital communications platforms;
- Develops flyers and promotional materials targeted to intended populations;
- Prepares and edits external organizational correspondence, presentations, reports and memos with support from leadership team;
- Serves as main point of contact for media inquiries and coordinates organizational responses and media engagement;

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, must be fluent in written and oral English and Spanish, must demonstrate excellent people and communication skills, sensitivity to people's needs, good understanding of immigrants' issues; must be a team player, self-starter, and computer literate with an ability to meet deadlines.

This is a professional position and a Bachelor's Degree in Social Work, Human Services or related field is preferred. Experience working with immigrants and understanding of the issues that suburban immigrant communities face is important. A combination of education and experience will be considered in certain cases in which the applicant does not have an academic degree.

### **Required Skills:**

- Strong leadership and project management skills;
- Strong ability to multi-task, self-manage, and to be self-aware and communicate about needs for additional resources, support, and/or work flow evaluation and design;
- Ability to speak in front of large groups and in public;



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- Demonstrated knowledge/experience in the areas of community engagement, communications, and community organizing;
- Excellent communication skills as shown by the ability to communicate clearly and effectively with others, both orally and in writing, in English and Spanish;
- Excellent judgement and ability to make decisions and communicate in a way that advances the best interest of the organization always;
- Ability to establish and maintain effective working relationships with community partners, social service providers, elected officials, colleagues and supervisors;
- Fully bilingual (English/Spanish), written and verbal
- Computer skills (Microsoft Office Word, Access, PowerPoint, Internet search, Excel, Canva, and Publisher)
- Knowledge constant contact or any other mailing system

NOTE: This position includes non-traditional hours – weekends and evenings – are required.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to canvass the community, access community businesses and organizations, operate normal office equipment, and carry and set up equipment for outreach events, and use a computer for extended periods of time.

**Transportation:** Because this position requires regular geographic mobility, all candidates must have access to reliable personal transportation and a valid driver's license. Job-related travel will be reimbursed on a monthly basis.

Mano a Mano Family Resource Center is an EEO employer who provides employment opportunities either salaried or volunteered regardless of sex, race, religion, national origin, age or disability.

Mano a Mano, Family Resource Center has an affirmative policy to maintain the work place free of sexual harassment and intimidation.

Please send cover letter and resumes to Carla Rosales ([crosales@mamfrc.org](mailto:crosales@mamfrc.org)).