



**ORANGE COUNTY UNITED WAY  
JOB DESCRIPTION**

<b>Job Title:</b> Community Engagement Manager, United to End Homelessness	<b>Reporting To:</b> Senior Manager, Community Strategies
<b>Department:</b> United to End Homelessness	<b>Position:</b> Full-time/EXEMPT <b>Workplace:</b> Irvine Office / Hybrid

**Purpose of Position**

The Community Engagement Manager is an essential member in the United to End Homelessness Community Strategies team to initiate and develop relationships throughout Orange County. The Community Engagement Manager works closely with the team to identify prospective audiences and partners, design and deliver training material, and support collaborative partnerships within the scope of the United to End Homelessness initiative. The Community Engagement Manager is the main liaison between community constituency groups and is a key player in increasing community support for housing solutions to address homelessness.

This dynamic individual will work with existing United Way corporate partners, donors and local organizations to cultivate new partnerships; raise visibility in the community; track and use data for program performance, and obtain fresh perspectives as continuous improvement is integral to our ability to effectively contribute to transformative systems changes that benefit the unhoused in Orange County.

**Key Accountabilities**

- Partner with key staff to implement Community Strategies programmatic goals and objectives
  - Identify, recruit, and support members of the community for involvement with United to End Homelessness
  - Prepare and deliver compelling and distinct presentations on initiative and topical areas to a wide range of community stakeholders throughout Orange County, CA
  - Proactively support community members with progressive engagement to help become more involved and active in housing advocacy
- Collaborate with staff, external partners, outside vendors and contractors, volunteers, and interns, to deliver programs within the Awareness, Education, Engagement, and Advocacy pillars of Community Strategies
  - Develop and monitor project plans for multiple activities in varying scope
  - Manage aspects of social media content and community presence
  - Assist in identifying needs, proposing, and coordinating marketing collateral



- Coordinate efforts to build U2EH’s organizational capacity to support coalitions of collaborative relationships
  - Attend and/or facilitate relevant meetings, cohorts, trainings, workshops, outside events and organization-wide activities
  - Support U2EH Initiative and related activities
- Maintain current and correct information for presentations, community contacts, grant reporting, program evaluation, and other programmatic deliverables
- Additional responsibilities and functions as assigned

### **Education and Training Required For This Position**

- Training and experience with community outreach and education, ethical storytelling, public speaking, and relationship curation
- Education in a related field (communications, human services, sociology, human services, or marketing, etc.) and/or 3+ years of similar work experience
- Lived experience with homelessness or close engagement with people experiencing homelessness will be considered beneficial to this position

### **Technical Knowledge**

- Capability and confidence with the following applications is expected:
  - Microsoft Office (Outlook, PowerPoint, Excel, Word), Zoom, Microsoft Teams, Project
- Familiarity with the following applications is beneficial:
  - Canva, Airtable, Action Network, Google Suite, social media post scheduler, event registration portal
  - Customer Relationship Management applications (Salesforce, or similar)
- Proven record of excellent writing, communication, and public speaking skills
- Demonstrated excellence in coordinating volunteers and/or external stakeholders from diverse set of experiences and motivations
- Ability to work on multiple projects with different deadlines/objectives simultaneously, and effectively share updates, accountability, and needs for assistance to other team members

### **Core Competencies**

#### Problem Solving and Decision Making

- Ability to work independently, making appropriate decisions with direction as needed
- Flexibility and ability to manage issues and crises calmly and effectively
- Ability to anticipate obstacles and assets in project plans and execution

#### Communicating and Influencing

- Ability to demonstrate diplomacy in interactions externally and internally
- Ability to communicate effectively, verbally, in writing, online, and in-person
- Effective in public speaking and responding to questions from an audience



- Confidence facilitating dialogue among people with differing perspectives and backgrounds
- Strong writing skills and creativity
- Ability to represent Orange County United Way in a professional manner at all times

#### Business Knowledge/Savvy

- Experience in and a commitment to providing excellent results
- Ability to analyze and track results
- Ability to work with a diverse group of people

#### Partnering and Teamwork

- Ability to work cross-functionally with all departments to achieve position objectives

#### Personal Excellence

- Ability to manage many projects at one time, prioritizing and planning for high efficiency
- Initiative and strong work ethic
- Organized and detail oriented
- Ability to work independently and proactively

#### **COMPENSATION**

- Commensurate with experience, education and market – \$65,000 to 85,000; competitive benefits

#### **Physical Demands**

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of this role. The employee is required to talk and hear. The employee is often required to sit and use their hands and fingers to handle or feel. The employee is required to stand, walk, reach with arms and hands, climb, balance, twist, lean, move from one location to another and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision. Set-up and take down for events. Ability to operate a computer keyboard, and lift files and reports. Exposure to glare from a computer. Participation in early morning and evening meetings and events will be required at times. The noise level in the work environment is usually quiet to moderate.

#### **Send resumes to:**

[Recruiting@UnitedWayOC.org](mailto:Recruiting@UnitedWayOC.org)

**Orange County United Way  
18012 Mitchell South  
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