



## **Community Engagement Manager**

**Job Title:** Community Engagement Manager  
**Supervisor:** Director, Development  
**Status:** Full Time (35 hours per week), Exempt  
**Location:** Philadelphia, (Hybrid)  
**Salary:** \$68,000 to \$75,000 (commensurate with experience)  
**Start Date:** As soon as possible

### **HIAS Pennsylvania's Mission**

HIAS Pennsylvania supports low-income immigrants of all backgrounds as they build new lives in our community. Through immigration legal services and an array of social services, we work to address their needs, defend their rights, and advocate for their equitable inclusion in American society.

### **Position Description**

HIAS Pennsylvania's Development Team is seeking a Community Engagement Manager. The Community Engagement Manager manages all aspects of the the volunteer program, coordinates in-kind donation drives, meets with external partners, and manages several agency and community events.

### **Responsibilities**

#### **Building and Managing Community Engagement Program:**

- Serve as a first point of contact with congregations, organizations, schools, and individuals seeking to learn more about HIAS PA;
- Identify/cultivate/steward individuals, corporations, congregations, and other businesses to generate support to the agency in the form of donations, in kind donations, volunteering and/or advocating on immigration law and policy matters;
- Field requests from prospective partners, schedule meetings, respond to requests for information, and conduct info sessions and speaking engagements as appropriate;
- Manage speaking engagement requests coming from the public and press, and identify appropriate staff to conduct these speaking engagements;
- Ensure participation in external presentations and tabling events as appropriate. Develop a schedule for tabling and recruit and support agency staff for community events;
- Manage, supervise, and operationalize special events directly related to Community Engagement including the annual events listed below:
  - Tikkun Olam Volunteer Appreciation Awards
  - Thankful Together Holiday Celebration
  - MLK Day (in conjunction with Agency's Advocacy Committee)
  - World Refugee Day
- Ensure emails received at [community@hiaspa.org](mailto:community@hiaspa.org) are responded to in a timely manner;
- Reports to and meets regularly with the Director of Development;
- Supervises the Community Engagement Assistant.

**Managing the Volunteer Program:**

- Manage the recruitment, training and mentoring of non *pro bono* volunteers;
- Serve as first point of contact for all prospective volunteers, guiding them through an onboarding process and fielding all questions through this process;
- Lead a rigorous and detailed training and orientation program for volunteers, ensuring that both physical and digital materials and resources are kept up to date, distributed and understood;
- Follow-up with all orientation participants to identify appropriate placement within HIAS PA programming;
- Evaluate all aspects of the volunteer program, including gains made for clients and programs by participating volunteers;
- Maintain regular communication with all volunteers through newsletters, phone calls, meetings, or other electronic means;
- Manage volunteer database to communicate with volunteers; manage volunteer status, progress, and clearances; and prepare quarterly time reports regarding volunteer engagement.

**Managing In-Kind Donations:**

- Support and supervise the Community Engagement Assistant in managing in-kind donations, storage organization, drives, soliciting volunteers and distribution of goods to clients;
- Manage relationships with existing in-kind partners, funders, and with staff input, identify and develop additional partnerships as needed;
- Confirm Agency meets its mandated in-kind goods requirements and maintain regular contact with all agency program leaders to determine specific in-kind donation needs;
- Engage in outreach and communication with new and existing congregation partners, companies, law firms, etc.
- Follow-up regarding inquiries regarding bar/bat mitzvah projects and student events;
- Maintain and provide data for grant applications/reporting including volunteer and intern hours.

**Other Organizational Requirements:**

- Lead community engagement meetings for community engagement focused staff, Development staff, Executive Director, *Pro Bono* staff, and Community Engagement Assistant;
- Actively participate in agency meetings including supervision, management, program team meetings, agency staff, events, and external partnerships as needed and appropriate;
- Supervise all Community Engagement staff, interns, and co-op students;
- Other related duties as assigned by the Development Director.

**Qualifications:**

- Experience working with volunteers required;
- Bachelor's Degree in related field preferred;
- Ability to travel throughout the city and the suburbs and conduct recruitment, education, and training in community-based locations;
- Ability to lift 25 pounds;
- Willingness to work some evenings and weekends;
- Excellent verbal and written communications skills in English required;
- Strong customer service orientation and ability to manage conflict;
- Knowledge and experience working in small events management and coordination a plus;

- Ability to work with a multicultural clientele and ethnically diverse staff;
- Strong computer, software, and database skills;
- Ability to exercise sound judgment in decision making practices;
- Strong organizational and time management skills;
- Ability to identify challenges and provide recommendations for solutions.

**Other Information:** HIAS Pennsylvania is currently working on a hybrid work model. HIAS Pennsylvania requires all staff to be fully vaccinated against COVID-19 with the exception of those who have approved medical or religious belief exemptions.

#### **Why Join the HIAS PA Team?**

- **Competitive salary commensurate with experience**
- **Exempt position with a 35-hour work week**
- **Employment package includes company-paid comprehensive health insurance coverage.**
- **403(b) Retirement account with employer contribution**
- **Generous Time Off including Vacation, PTO, & Paid Holidays**
- **Company-paid life insurance, short-term and long-term disability insurance**

#### **How to Apply:**

HIAS Pennsylvania is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, sex, gender identity, sexual orientation, age, marital, veteran or disability status, political affiliation, or beliefs. We believe that diversity enriches our organization and helps us to fulfill our mission. All qualified applicants, including those who represent minority and marginalized groups, are strongly encouraged to apply.

To apply, please send a cover letter and resume in PDF format to [humanresources@hiaspa.org](mailto:humanresources@hiaspa.org). Please make the title of the position that you are applying for the subject of your email. If you would like to be considered for more than one open option position, please indicate so in your email and cover letter. No phone calls, please.