Outreach & Engagement Specialist

The Opportunity

CDCLI is seeking a self-motivated, outgoing Outreach & Engagement Specialist to work closely with our Home Improvement and Optimization (HIO) team and other key team members to conduct outreach, training, and program education throughout our communities; working with a cross section of residents and other community entities.

The Outreach & Engagement Specialist will be responsible for individual and community engagement to ensure awareness and understanding of HIO program’s supports and resources.

The ideal candidate will be experienced in community engagement and community organizing with proven innovative techniques to inform and mobilize individuals and households.

Responsibilities

• Conduct outreach and engage in communities about available resources and supports related to HIO programs
• Attend local events with community partners to promote targeted programs, resources, and supports
• Document learnings and best practices from these efforts to ensure they are applied to efforts moving forward
• Collaborate with community members and entities to offer virtual and in-person community meetings
• Research and engage with new contractors/vendors to support the services provided through HIO
• Expanding efforts with Minority Women-Owned Business Enterprises (MWBE) and Service-Disabled Veterans Owned Business (SDVOB) contractors and businesses offering construction-related services
• Document, track, and report contacts made through outreach efforts
• Collect and utilize data on customer demographics and communities at large to inform broader and more successful outreach strategy
• Work closely with Marketing and Development to finalize relevant promotional materials, including the identification of customer testimonials
• Assist with the adoption of Salesforce and digitization of all customer files
• Other duties as assigned
Qualifications

- Commitment to the mission of CDCLI
- A minimum of two (2) years of experience in community engagement work
- Background, knowledge, and/or skills in group dynamics, group facilitation
- Strong organization, verbal and written communication, project management, and interpersonal skills
- Ability to multi-task and delegate when necessary
- Excellent verbal and written communication skills
- Knowledge and understanding of the complex housing needs on Long Island
- Understanding of and commitment to respecting cultural diversity
- Ability to discuss complex issues
- Commitment to a flexible/non-traditional schedule that includes evenings and weekends

Preferred

- Associate’s or Bachelor’s degree in community organizing, economic development, sustainability, or closely related field
- Experience working in diverse and/or underserved communities
- Familiarity with Nassau County, Suffolk County; its cities, towns, and villages
- Strong background in various technology platforms and client management software, is a plus, but not required
- Bi-lingual English & Spanish language skills