

Community Specialist (Owing Mills, MD)

Springboard To Opportunities is a rapidly growing 501(c)3 organization that connects families living in affordable housing with resources and programs to help with advancement in school, work, and life. Guided by our radically resident driven model, all of Springboard's programs and services are informed by the voices and wisdom of our residents and implemented in partnership with them.

The **Community Specialist** is responsible for creating and implementing Springboard's resident service programs for the property(s) assigned. Programs are intended to support the whole family, increase economic self-sufficiency, access to opportunity, and remove barriers which prevent individuals and families from being fully engaged in their community.

Essential Functions:

Build relationships with residents

- Support Springboard's approach to providing effective resident programming: resident-driven and collaborative.
- Welcome new residents (and establish contact with existing residents); introduce and educate them to the resident services program.
- Serve as a community resource and support to families. Maintaining ongoing follow-up and engagement as necessary.
- Develop regular communication methods with residents such as but not limited to Instagram, Facebook, newsletter etc.
- Develop supportive professional relationships with residents that help them enhance the quality of their lives.
- Empower and encourage residents to take steps to achieve self-sufficiency.

Service Connection & Coordination

- Have knowledge about social service programs and supports, including federal, state, and local government programs, and services offered by local nonprofits or other organizations.
- Work with local community service programs to coordinate the provision of services and to tailor services to the needs and characteristics of residents.
- Aid in facilitating tenant meetings, community-organizing, and social activities if desired by residents.
- Conduct outreach for community programs and recruit participants.

Program Development

- Develop and implement community programming aligned to Springboard's strategies.
- Coordinate a regular, active community calendar of events.
- Utilize evaluation and feedback tools and strategies to ensure programs are meeting resident needs; adapt programming as needs.
- Track data as required and work with staff on grant applications and program reporting.

Supports Property Management

- Work in collaboration (when requested) with Property Management to resolve any day-to-day issues as well as unanticipated issues/crises.
- Be proactive in developing systems and communicating regularly with Property Management to avoid eviction, keep residents in compliance with any lease requirements, and address any tenant issues that may need additional support.

Qualifications:

- Bachelor's degree or minimum 4 years of experience in community development.
- Successful community specialist are great networkers with an understanding of civic engagement
- Knowledge and experience in practice areas such as community organizing, civic engagement, community revitalization, strengthening partnerships
- Thorough knowledge of community development, working in high-risk communities, support services, and community resources.
- Demonstrated ability to work in an environment with independent decision making and flexible scheduling; Ability to multi-task and meet deadlines.
- Knowledge and experience working with low-income families and diverse populations
- Familiarity with state of Maryland, including local community organizations and resources
- Excellent writing, editing, analytical, and oral communication skills. Ability to collect, review, synthesize, disseminate, and present information and findings to broad and diverse audiences.

Requirements:

- Fully vaccinated for Covid-19 according to CDC guidelines
- Self-directed with ability to translate concept into action and effectively communicated conceptual program framework to management, residents, and community partners
- Excellent planning and project management and analytical skills
- Must demonstrate a high degree of initiative and be productive and results-oriented
- Demonstrate skills in facilitation, relationship building, and collaborative planning.
- Show knowledge, sensitivity, flexibility, and poise to work with and support individuals/organizations from diverse cultural, social, and ethnic background
- Strong team orientation and relationship building skills
- Ability to read financial statements; create and manage budgets
- Ability and willingness to travel

Compensation:

This is a full-time (40 hours/week) position. **Salary Range is \$40,000-\$50,000.** Benefits include health insurance, short- and long-term disability insurance, paid vacation and 401(k) retirement plan.

Interested Candidates should apply at www.indeed.com Key word(s): Springboard to Opportunities, community specialist, Maryland

Springboard is an equal opportunity employer that does not discriminate on the basis of race, color, religion, national origin, citizenship, sex, sexual orientation, disability or veteran status.