Community Engagement Specialist

NeighborhoodInfo DC Job Description

Through policy expertise and the ability to transform data into actionable information, NeighborhoodInfo DC seeks to build the capacity of residents, community organizations, foundations, and local government to use data for decisionmaking, program planning, and advocacy to improve the quality of life for low-income neighborhoods and residents in the District of Columbia and the Washington region.

NeighborhoodInfo DC’s community engagement specialist will engage with and support community members and customers around the use of data and NeighborhoodInfo DC resources; help the leadership team and staff anticipate, identify, and provide for community information needs; and coordinate with the director and deputy director on communications strategy, including managing and producing accessible content on the website and social media.

# Duties

Engage and support community on the use of data

* Work with NeighborhoodInfo DC leadership team to set priorities and create a work plan for community engagement activities.
* Develop and monitor performance measures for community engagement activities; document impact stories.
* Manage the NeighborhoodInfo DC help desk and coordinate with data manager and team members to answer inquiries; develop and manage a system for tracking data requests.
* Develop and put on trainings for customers on how to use and access data from NeighborhoodInfo DC and other sources.
* Advise projects under NeighborhoodInfo DC and Urban’s DC Initiative on community engagement strategies and culturally-appropriate research approaches.
* Help design and organize events to engage community around the use of data (potentially including a citywide “data day” event).
* Make presentations and represent NeighborhoodInfo DC at strategic local events and conferences (determined in consultation with leadership team).

Communications

* Work with leadership team to design and implement a communications strategy, which includes use of the website, newsletters, media, and social media.
* Develop content for the website, tweets, blogs, and a regular e-newsletter.
* Support the leadership team on the redesign the NeighborhoodInfo DC website to better meet user needs.
* Work with projects under NeighborhoodInfo DC umbrella to develop dissemination plans for products.

# Skills

* Strong writing and presentation skills.
* Basic data analysis and presentation skills, including data visualization.
* Ability to translate data and nuanced policy for lay audiences.
* Strong inter-personal skills, including ability to engage with people from a wide variety of backgrounds (funders, government officials, community organizations, residents).
* Facility with social media.

# Performance Standards

* Must take initiative and be able to work independently to help NeighborhoodInfo DC achieve its goals.
* Must be able to communicate clearly and work well with others.
* Must respond promptly to inquiries about data and NeighborhoodInfo DC.
* Must demonstrate understanding of NeighborhoodInfo DC data holdings and how they can be employed.
* Must be able to conceptualize tasks and manage communications related to several projects running concurrently.
* Must be able to manage staff (junior and senior) to accomplish work flow.

# Commitment

Time commitment depends on available NeighborhoodInfo DC funding. Our goal is to be able to support this role at a 0.25 to 0.50 full-time equivalent level.