



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## JOB DESCRIPTION

Job Title: **Community Engagement Director**

FLSA Status: Exempt

Status: Full-time

Reports to: Executive Director

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### POSITION SUMMARY:

The Community Engagement Director is responsible for facilitating and coordinating a robust community engagement strategy for the Austin Community Recreation Center (ACRC) and YMCA. The role will focus on building relationships and program offerings with volunteers, local community partners, YMCA members, and the community at large. This position will develop and direct overall coordination of programs and services to ensure adherence to the organizations mission and values of youth development, healthy living, and social responsibility.

### ESSENTIAL FUNCTIONS:

- Develop a strategy to make the ACRC and YMCA a welcoming environment and destination for health, wellness.
- Promote the use of the ACRC for activities such as community meetings and events, private parties, and health and wellness programming.
- Build authentic relationships with racial, socio-economic, and gender diverse communities of people of all ages.
- Employ strategies to grow membership as well as increase member satisfaction and retention at the YMCA of Austin.
- Participate in continuous quality improvement and data-driven decision making processes to assess the efficacy of programming and to drive program outcomes and participant satisfaction.
- Work to identify specific needs of the community and work collectively with community partners to offer programs to address issues.
- Develop and monitor program budgets to meet fiscal objectives.
- Coordinate use of facilities for program activities and events.
- Model relationship-building skills in all interactions. Respond to all member and community inquiries and complaints in timely manner.
- Conduct outreach, recruitment, and screening for community partners and volunteers that would support the initiatives and mission of the ACRC and YMCA.

### REQUIRED SKILLS

- Strong interpersonal skills with the ability to communicate effectively with people from diverse racial, ethnic, socioeconomic and gender diverse communities.
- Demonstrated ability to solve problems and manage conflict.
- Strong organizational skills, with the ability to manage multiple priorities.
- Ability to work independently and as a member of a highly integrated and diverse team.
- Familiarity and effective use of social media.

## **QUALIFICATIONS:**

- Bachelor's degree in related field or at least 2 years equivalent experience.
- Effective use of Microsoft Office applications.
- Strong oral and written communication skills with the ability to give effective group presentations.
- Ability and willingness to work some nights and weekends to accommodate ACRC and YMCA hours of operations.

## **TO APPLY:**

Qualified applicants should send cover letter and resume to [\*\*dbaker@ymca-austin.org\*\*](mailto:dbaker@ymca-austin.org) no later than **August 2, 2019**.

## **YMCA COMPETENCIES:**

*Mission Advancement*: Models and teaches the Ys values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.

*Collaboration*: Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

*Operational Effectiveness*: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.

*Personal Growth*: Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates