



OPEN UNTIL FILLED



Job Title: **Community Relations Manager** (Youth Services)
Reports To: Director, Youth Services
FLSA Status: Exempt
Level – Mid-Level

Roberta's House (RH) provides trauma-informed care and addresses grief as a public health service. We believe all children, adults, and families suffering the loss or death of a loved one should have support and a safe place to heal and recover. Therefore, we provide a safe place and resource in the community to promote recovery and healing from losing a loved one, addressing grief as a public health preventive resource.

This position supports the overall vision, mission, and priorities of Roberta's House youth services programs. The ideal Community Relations Manager (CRM) assists the Director of Youth Services (DYS) in overseeing the department's programmatic responsibilities. The PM is a primary liaison between current partner schools, expanding the development of new community-based relations with Roberta's House (RH). This position oversees the Baltimore City and Prince George's County youth services programs.

They possess quality experience interfacing with youth and adults in a public or community-facing activities setting, including, but not limited to, coordinating community development programs designed for ages 5 to 21. The PM has a demonstrated proficiency in cultivating stakeholder relationships, and delivering customized professional development within a public school system is required. They also possess expert-level knowledge in developing and analyzing metrics and program evaluation tools.

Position Duties Include

- Develop action-oriented, community-centered, and innovative approaches to expand RH youth services in Baltimore City and Prince George's County.
- Consult with RH leadership to develop or revise curricula for youth programs
- Provide timely responses to consumers, advocates, community disability program representatives, and legislators to address concerns or inquiries
- Use the Penelope case tracking system to maintain records of all required data
- Assist in creating reports and processes to analyze data and trends to determine

- staff, volunteer, and intern training and program needs
- Develop and maintain relationships with internal and external stakeholders to solicit feedback from allied agencies, family members, advocates, and community disability programs related to vocational rehabilitation services
- Help promote and attend RH-sponsored events as well as other community outreach events and participate in activities to solicit the engagement of students, potential applicants, and current program participants
- Serve on interdisciplinary teams to collaborate may include, but not be limited to, Baltimore City and Prince George's County Public school administrators, teachers, school-based social workers, public-school guidance counselors, local and state enforcement entities, child and adult protective personnel, language/speech interpreters, chaplains, advocate groups, mental health facilities, non-profit organization stakeholders of the education system serving students.
- Consult on revising and tracking assessment tools that identify/codify best practices and enhance case management, follow-up, and referral protocols.
- Monitor program goals, capturing and documenting data by RH internal protocols and state and federal regulations, preparing grant reports, and monitoring assigned program grant budgets are essential roles.
- Develop, organize, and present program information to RH leadership, high-level governmental agencies, and community partners
- Assign and evaluate the work of others.
- Identify and develop new community-facing partnerships
- Facilitate peer support groups
- Prepare grant summary (quantitative/qualitative) reports
- Coordinate a community relations campaign with the RH marketing team to promote bereavement youth programs in partnership with foster care providers, schools, Department of Juvenile Justice (DJS) centers, etc.
- Support Roberta's House Annual Camp Erin planning and activities

CORE COMPETENCIES

- Possess critical thinking skills which allow for the ability to understand and interpret complex program demands, legislation, and regulations
- Possess a working knowledge of program planning and project management
- Ensure consistency in program delivery protocols
- Possess effective public speaking and facilitation skills
- Demonstrate ability to work closely and effectively with individuals from a multi-cultural background across generations and to varying socio-economic levels
- Demonstrate ability to effectively use social media platforms, professional level skill in Microsoft Word, Excel, PowerPoint, Outlook, and data management systems
- Possess and maintain a valid driver's license and use reliable, private transportation

Qualifications

An incumbent shall have three years or greater of program and community outreach management experience. They must also have a Bachelor's degree in education, social work, communications, or marketing or a Master's degree in public health, public administration,

criminal justice, sociology, or psychology from an accredited college or university supplemented by at least five years of progressively responsible experience working with youth and young adults.

Employment is subject to the successful completion of a background security investigation and favorable adjudication. A supplemental investigation may be required upon the anniversary date of employment or as the employer deems appropriate.

Acceptable licensure (not required)

LMSW, LCPC, LCSW-C, LCSW, LGSW

Physical Requirements

- Ability to regularly work in an office environment as well as work off-site as needed
- Willingness and ability to drive oneself or secure reliable transportation to reach all areas within the program jurisdiction and submit proof of vehicle insurance, if necessary
- Flexible scheduling to allow for work outside of regular business hours, as requested
- Ability to work in a fast-paced, cooperative, and non-smoking environment

General Requirements

- Must complete successful background inquiry, which may be required annually or as requested
- Ability to regularly work in an office environment or remotely perform work as scheduled; prolonged periods sitting at a desk and working on a computer and prolonged standing
- Drive oneself or secure reliable transportation to reach all areas within the program jurisdiction and submit proof of vehicle insurance
- Must be able to lift 10 pounds
- Travel required (25% or less) outside of the commuting area
- Other duties, as assigned

Email a resume and letter of interest to bwright@robertashouse.org. *Roberta's House is an equal opportunity employer regardless of race, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, orientation, or other classification protected under the law.*