

**COMMUNITY ENGAGEMENT COORDINATOR**  
**(Albany Housing Authority)**

**DISTINGUISHING FEATURES OF THE CLASS:** The Community Engagement Coordinator (CEC) is responsible for developing and implementing programs that address social and recreational needs in fulfillment of the Albany Housing Authority's mission. The CEC coordinates programs coordinated to help build a healthy housing community and strengthen connections between residents, management and the local community. The Community Engagement Coordinator supports the Housing Authority's mission by provided quality management, leadership and oversight of the partnerships, programs and activities of the Community Services Department, including but not limited to the Family Self-Sufficiency programs (S8 and PH), Substance Abuse Prevention Programs, Financial Counseling and supportive services for individuals and families of AHA and the Section 8 program. The Coordinator supports and supervises staff and develops and implements programs based on residents' needs. The work is performed under the general direction of the Deputy Director of the Housing Authority. General supervision may be exercised over the work of a small subordinate community service and clerical staff.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Introduces and coordinates programs providing advice to residents of all ages and their families regarding employment services, health, community and social services and education opportunities;
- Manages communications with strategic partners, supporters, non-profit organizations, and other stakeholders through e-newsletters, news releases, announcements, social media, invitations and other means as needed;
- Responsible for coordinating and maintaining open communication with the Board of Directors program committee;
- Acts as a liaison between community agencies, service providers and residents;
- Works as a team member with the Asset Manager in service community residents;
- Monitors the delivery of services to residents and Section 8 participants to ensure they are appropriate, timely and satisfactory;
- Establishes and fosters a consistent relationship with tenant associations, manages and acts as a liaison between the two;
- Ensures staff and residents are informed in a timely manner of new or amended policies that affect them and/or the community;
- Stays well-informed of City, State and Federal programs of assistance or service and disseminates information to community service staff and residents;
- Attends appropriate community meetings to increase access to resources and to support agency goals;
- Researches and administers grant opportunities to support housing authority initiatives;

- Creates and maintains various social media platforms for the purpose of sharing information and events, including creating and maintaining a company newsletter;
- Supervises the work of community service workers involved in various programs throughout the Housing Authority;
- Prepares reports as required;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Comprehensive knowledge of media relations and production;
- Thorough knowledge of local public facilities and service agencies;
- Thorough knowledge of various social media platforms;
- Thorough knowledge of various software platforms used by the agency, including but not limited to Microsoft Office Suite;
- Good knowledge of personal computers and office equipment;
- Good knowledge of the public housing policies;
- Ability to communicate orally and in written form;
- Ability to plan and supervise the work of others;
- Ability to sight objectives, plan and develop programs;
- Ability to establish and maintain satisfactory relationships with others;
- Ability to secure the cooperation of others;
- Strong organizational skills;
- Punctual;
- Good judgement;
- Initiative;
- Resourcefulness;
- Tact;
- Courtesy;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree (or higher) in Public Administration, social work, social sciences or a related field and four (4) years full time paid experience in work related to community organization and programs in an urban setting;  
**OR**
- B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in Public Administration, social work, social sciences or a related

field and six (6) years full time paid experience in work related to community organization and programs in an urban setting; **OR**

- C. Graduation from high school or possession of a high school equivalency diploma and eight (8) years full time paid experience in work related to community organization and programs in an urban setting; **OR**
- D. Any equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.