



## **Community Engagement Coordinator**

### **Bi-lingual**

#### **Position Overview**

Metro West Collaborative Development (Metro West CD) seeks a full-time, bi-lingual (Spanish or Portuguese preferred) Community Engagement Coordinator to join our collaborative team of housing professionals. The Community Engagement Coordinator will be instrumental in strengthening and deepening the connection between the greater community and the residents of our affordable housing properties, as well as assist tenants in MA seeking more affordable housing through Metro West CD's Ready Renter Program.

The Community Engagement Coordinator reports to the Chief Operating Officer and works in close collaboration with Metro West CD staff to serve its residents. This role is critical to building vibrant, inclusive communities within our affordable housing developments. The coordinator will also partner closely with third-party property management staff, Resident Services Coordinators ("RSCs"), and local community partners. In collaboration with the Senior Housing Programs Manager, the coordinator will also help administer the Ready Renter Program and assist in implementing Affirmative Fair Housing Marketing (AFHM) Plans, strategies designed to reach underserved and underrepresented populations in housing opportunities.

#### *About the Metro West CD Ready Renter Program*

The Ready Renter Program provides an accessible entry point for tenants seeking affordable housing and for landlords needing a robust applicant pool to fill vacant units. Interested tenants complete a short online enrollment form, which serves as a pre-application for any affordable rental housing lotteries run by Metro West CD. Tenants who opt in also receive monthly bulletins with upcoming opportunities and housing information.

#### *About Metro West CD's Properties*

Metro West CD has developed 205 units of affordable housing to date (in Watertown, Medway, Newton, Hudson, and Norwell) and has 75 units in predevelopment in Newton and Natick. For more information on our work, please visit [www.metrowestcd.org](http://www.metrowestcd.org). The Community Engagement Coordinator will facilitate community engagement activities at all properties and provide service referrals for residents at Metro West CD's family housing property in Watertown and senior housing property in Norwell.

#### **Join Us at an Exciting Time of Growth**

We are entering a period of tremendous momentum, having recently completed several new affordable housing developments across multiple communities. As we build on our reputation and track record of success, we are positioned for even more impactful growth ahead. Come be a part of this exciting next chapter as we further our mission of creating vibrant, inclusive communities through high-quality affordable housing.

#### **Enjoy a Supportive, Collaborative Culture**

We pride ourselves on a mission-driven, team-oriented workplace that values flexibility, autonomy, and mutual support. If you're looking for meaningful work, a welcoming team, and the opportunity to drive real change, we would love to hear from you.



## **Primary Responsibilities**

### *Supporting Properties Without a Third-Party Resident Services Coordinator*

- Conduct resident needs assessments and make individual service referrals to third-party agencies
- Plan and implement ongoing events, activities, classes, and meetings for residents (virtual and in-person)
- Organize annual special initiatives (e.g., holiday food and gift drives)
- Attend community and Metro West CD events, meetings, and celebrations as needed (including evenings and weekends as needed)

### *Supporting Properties with a Third-Party RSC*

- Connect third-party RSC with outside community resources

### *Supporting All Properties (With and Without a Third-Party RSC)*

- Identify and apply for grants to support resident events and community initiatives
- Build partnerships with local agencies and represent Metro West CD at service agency convenings
- Document resident participation and stories for grant proposals, reports, presentations, and social media; assist in report writing for community engagement activities and initiatives

### *Supporting Ready Renter Program*

- Respond to Ready Renter client inquiries by email, by text, by phone, and in-person by appointment
- Monitor incoming Ready Renter applications
- Send applications for lotteries/waitlists upon request
- Maintain participant data in Excel and Salesforce, ensuring data is complete, accurate and up to date
- Create monthly bulletins and flyers for lotteries and waitlists
- Support advertising and implementation of Affirmative Fair Housing Marketing (AFHM) Plans, lotteries, and waitlists

### *Additional Responsibilities*

- Attend annual fair housing and racial equity trainings
- Other duties, tasks, and/or special projects as assigned by leadership

## **Our Ideal Candidate**

We are looking for a passionate advocate for affordable housing in suburban and regional settings. The ideal candidate is bi-lingual and a proactive, hands-on collaborator with experience engaging lower-income communities and supporting stable tenancies. They will be enthusiastic about community building and mission alignment.

## **Essential Skills and Capabilities**

### *General*

- Degree in social work, public policy, or related field, or equivalent combination of education and experience
- 2-3 years in resident services, community engagement, or related work
- Foreign language skills, preferably Spanish or Portuguese
- Familiarity with systems related to mental health, addiction, youth/elder services
- Experience facilitating community events and activities
- Ability to work occasional evenings and weekends
- Reliable transportation and valid drivers' license required



#### *Communication*

- Strong written and verbal communication skills
- Empathy and effective problem-solving skills, ability to provide excellent customer service
- Experience working with low-income populations preferred

#### *Technical*

- Proficiency with MS Office (Word, Excel, PowerPoint, Outlook)
- Experience with database management; knowledge of Salesforce a plus

#### *Self-Organization and Self-Management*

- Strong collaboration, coordination, and cooperation skills
- Excellent organizational skills and attention to detail
- Ability to prioritize tasks and manage multiple projects
- Resourceful, flexible, proactive, and solution-oriented
- Strong interpersonal skills, including dependability and timely communication

#### **Metro West CD's Racial Equity Pledge**

Metro West CD is proud to be a signer of the Massachusetts Association of Community Development Corporations' Racial Equity Pledge. The intention of this pledge is to disrupt systems within the community development field that produce racial inequity.

#### **Compensation and Benefits**

This is a non-exempt, hourly role with a compensation range of \$29.00-\$32.00 hourly (\$60,000-\$66,500 annualized), based on experience and skills

Metro West CD offers a competitive compensation and benefits package that includes health, dental, and vision insurance; 401k with company match; life and short-term disability insurance; generous paid sick, vacation, and holiday time; fully paid parental leave; remote work opportunities; "half-day summer Fridays"; and professional development opportunities.

#### **Work Schedule**

Monday - Friday, generally 9-5. This is a full-time, 40 hour/week position. This position will require at least two days per week in the office. Occasional weekend and/or evening meetings should be expected.

#### **To Apply**

To submit your resume and cover letter please go to <https://jobs.gusto.com/postings/metro-west-collaborative-development-inc-community-engagement-coordinator-bi-lingual-a4bca9ab-8c17-4dc1-bc30-8405283c8078>.

Applications will be accepted until the position is filled.

We kindly ask that applicants do not call or email to inquire about the status of their application. We will contact candidates selected for an interview.

*Metro West CD is an Equal Opportunity Employer committed to diversity in the workplace. Candidates from diverse backgrounds are strongly encouraged to apply.*