



Job Posting: Community Engagement Manager

The Massachusetts Housing and Shelter Alliance (MHSA) is seeking qualified candidates for the position of Community Engagement Manager.

About MHSA:

MHSA is a statewide nonprofit organization that is driving innovation to end homelessness among adult individuals through advocacy and development of outcome-based programs. For more than 30 years, MHSA has been transforming the traditional response of emergency shelter into a system of permanent housing, improved access to support services and healthcare, and other long-term solutions to homelessness. These strategies have helped dramatically reduce chronic homelessness in Massachusetts and gained MHSA national recognition for several initiatives. MHSA has a network of 100 member agencies; it also works closely with state and city government. It uses its unique position as an intermediary between public agencies and homeless service providers to create innovative responses to homelessness for adults in Massachusetts.

MHSA is an Equal Opportunity Employer offering competitive pay, generous benefits, and work in a mission-focused organization. Learn more about MHSA at www.mhsa.net.

Title: Community Engagement Manager

Reports to: Director of *A Place to Live (PTL)* <https://mhsa.net/partnerships/a-place-to-live/>

Position Summary:

The Community Engagement Manager will be responsible for engaging people with lived experience of homelessness in MHSA's mission to end individual homelessness. Engagement of people with lived experience happens within the MHSA Speakers' Bureau, a group of people with lived experience participating in education and advocacy; through ad-hoc listening sessions to collect feedback on various MHSA projects; and through evaluations and other informal methods. The Community Engagement Manager will expand MHSA's community partnerships by engaging people with lived experience in our advocacy and education work across Massachusetts. This will advance MHSA's mission to end homelessness by spreading awareness of the solutions to homelessness and informing our own work to do so.

Duties and Responsibilities:

Speakers' Bureau: <https://mhsa.net/get-involved/mhsa-sb/>

- Create a community within the Speakers' Bureau to build trust and relationships with people with lived experience of homelessness, by holding regular group meetings, checking in on-on-one with Speakers, and encouraging relationship-building between Speakers



- Recruit a racially and geographically diverse Speakers' Bureau and provide regular opportunities for training and professional development
- Conduct regular trainings, meetings, and workshops to engage Speakers' Bureau members in MHSA's work and provide them with opportunities for learning and professional development, on topics such as public speaking, storytelling, advocacy, self-care, and other skills
- Manage presentation calendar and all aspects of speaking engagements including transportation logistics, Speaker availability, payment forms, and any special coordination with host venue
- Adapt and develop facilitation guides and strategies for each presentation that recognize the context of the Speakers' Bureau presentation
- Initiate opportunities for speaking engagements and promote Speakers' Bureau program by reaching out to previous venues and new potential partners
- Maintain relationships with current speaking venues and serve as primary point of contact with Speakers and host sites.
- Conduct evaluations to continually improve the Speakers' Bureau program, both internally and externally (i.e. updating compensation guidelines, facilitation protocols, etc.)
- Collaborate with Development Office on promotional materials, fundraising and grant opportunities, and publicity related to the Speakers' Bureau
- Assist *PTL* Director and Director of Development in providing data as needed, for reports or otherwise
- Working closely with *PTL* Director, prepare Speakers' Bureau presentations for key municipalities related to *PTL* developments
- Work with Executive Director and *PTL* Director on strategic speaking points for Speakers' Bureau presentations, specifically regarding NIMBY issues and racial equity

Engagement of People with Lived Experience of Homelessness:

- Working with the Programs and Advocacy teams, initiate opportunities for MHSA to gather input from people with lived experience of homelessness on MHSA programs and projects at all phases of development, through listening sessions, surveys, focus groups, advisory boards, or other engagement methods
- Develop new ways for MHSA to include people with lived experience at all levels of the organization, which may include: advisory boards, hiring process, legislative advocacy, Board of Directors
- Recruit a diverse group of people with lived experience to participate in MHSA's advisory and legislative advocacy work
- Collect feedback from people with lived experience (within the Speakers' Bureau, in MHSA programs, and generally in Massachusetts) to inform MHSA's policies and goals for inclusion of people with lived experience



- Ensure MHSA is adhering to and creating best practices in the industry for including people with lived experience in our advocacy and program development
- Provide members of the Speakers' Bureau and other people with lived experience who are involved in MHSA opportunities for leadership development

Other Activities:

- Assist other MHSA staff on projects when appropriate, as needed
- Collaborate with Programs Team on reports, interviews, data analysis, or tenant engagement when needed
- Facilitate discussions with senior staff to develop organization-wide policies that increase inclusion of people with lived experience on staff, the Board of Directors, and other organizational structures
- Process compensation for people with lived experience who participate in MHSA's advocacy and programmatic work, and ensure that compensation is aligned with our racial and ethnic equity principles as well as industry best practices
- Contribute time and effort to support MHSA's Racial and Ethnic Equity Commitment <https://mhsa.net/about-us/mhsa-equity-commitment/>

Required Qualifications:

- Lived experience of homelessness and/or significant experience working with individuals who have experienced homelessness.
- Experience with issues related to racial/ethnic disparity and working with diverse populations.
- Understanding of issues related to homelessness on a state and local level.
- Strong public speaking skills.
- Demonstrate basic skills using various software packages including Microsoft Office and Excel.
- Excellent attention to detail; ability to follow through and meet deadlines.
- Excellent organizational, written, and verbal communication skills.
- **Must reside in Massachusetts while employed at MHSA.**

NOTE: This person in this position is expected to travel frequently within Massachusetts and to work out of the Boston office as necessary to fulfill the requirements of the position.

Preferred Qualifications:

- Bilingual in Spanish and English.
- Experience using survey software, such as Google Forms.
- Experience facilitating meetings.
- Valid driver's license.



Compensation and Benefits:

This position is 40 hours per week, exempt. Salary range is \$45,000-\$50,000 per year. Excellent benefits include: health and dental insurance (80% employer-paid), pre-tax commuter benefits, 15 days of vacation per year (to start), 15 holidays per year, a 401k retirement plan with generous matching contribution, and more.

Application Procedure:

Please submit a resume and **cover letter** to Kaye Wild, Vice President, at kwild@mhsa.net no later than July 22, 2022. Please be sure to put "Community Engagement Manager" in the subject line.

MHSA is an Equal Opportunity Employer, committed to a diverse workforce. Individuals from all backgrounds are encouraged to apply; we especially encourage people with lived experience of homelessness to apply.