

URBAN MISSION

To listen with **compassion** and to serve with **love**.

Director of Partnerships and Community Engagement (25 hours per week)

Position Summary

The Director of Partnerships and Community Engagement is a senior leadership position responsible for strengthening the Urban Mission's relationships with community partners, stakeholders, funders, volunteers, and the individuals and families it serves. This role provides strategic direction for client-centered services, outreach, communications, engagement, and partnership initiatives while ensuring programs are responsive, inclusive, well-coordinated, and measurable. The Director supervises assigned staff, supports compliance and reporting requirements, advances the organization's mission through meaningful community impact, and serves as a primary ambassador for the Urban Mission.

Key Responsibilities

Strategic Leadership and Program Oversight

- Lead the planning, implementation, evaluation, and continuous improvement of client services, outreach, and community engagement programs.
- Develop annual goals, performance measures, service standards, and implementation plans aligned with the Urban Mission's mission and strategic priorities.
- Monitor program outcomes, client satisfaction, community trends, and emerging needs to identify service gaps and recommend practical improvements.
- Ensure services are delivered in a respectful, culturally responsive, trauma-informed, and client-centered manner.

Client Services Management

- Oversee the delivery of direct client services, ensuring timely access, appropriate referrals, follow-up, documentation, and quality assurance.
- Establish and maintain consistent procedures for intake, assessment, service coordination, case consultation, and client feedback.
- Collaborate with internal teams to resolve service barriers, improve coordination, and strengthen the overall client experience.
- Maintain awareness of best practices, emerging community needs, and applicable regulations affecting client services.

Community Engagement, Communications, and Partnerships

- Develop and implement community engagement strategies that increase awareness of Urban Mission services, expand outreach to underserved populations, and strengthen public understanding of issues affecting the service area.
- Build, cultivate, and maintain productive relationships with community organizations, public agencies, service providers, schools, faith-based groups, advocacy organizations, businesses, funders, and other mission-aligned partners.

- Represent the Urban Mission at community meetings, coalitions, outreach events, collaborative initiatives, and public forums.
- Create and coordinate communication strategies across multiple channels to ensure consistent branding, messaging, storytelling, and public education.
- Develop content that engages donors, volunteers, community partners, clients, and the public while elevating the Urban Mission's mission and impact.
- Use community feedback, data, partner input, and lived experience to inform program planning, organizational decision-making, and continuous improvement.

Staff Supervision and Team Development

- Recruit, supervise, coach, and evaluate assigned client services and community engagement staff, interns, and volunteers.
- Identify training needs and support professional development related to client service quality, community engagement, compliance, documentation, communication, and equity-centered practice.
- Foster a collaborative, accountable, and mission-driven team culture that supports high-quality service delivery and strong community relationships.

Compliance, Reporting, and Administration

- Ensure accurate documentation, reporting and recordkeeping in accordance with organization policies, funder requirements.
- Support grant reporting, data collection, outcome measurements, and program evaluations.
- Assist with budgeting, resource allocation, identification of funding needs and funding options.
- Maintain confidentiality at all times.

Development

- Play a role in the development and implement a comprehensive fundraising plan that includes individual giving, major gifts, corporate sponsorships, foundation grants, and special events.
- Collaborate with leadership and communications staff to create fundraising campaigns, donor communications, newsletters, social media appeals, and annual giving initiatives.

Qualifications

- Bachelor's degree in social work, human services, public administration, nonprofit management, community development, or related field required.
- Minimum of five years of progressively responsible experience in client services, program management, community engagement, nonprofit leadership, social services or a related area.
- At least two years of supervisory or team leadership preferred.
- Demonstrated experience building community partnerships and working with diverse populations.
- Strong knowledge of client-centered service delivery, outreach strategies, program evaluation, and data-informed decision making.
- Excellent written, verbal, interpersonal, facilitation and conflict-resolution skills.

- Ability to manage multiple priorities, maintain confidentiality, exercise sound judgment and work collaboratively.
- Proficiency with Microsoft Office and client management software, databases.

Work Environment and Schedule

- This position typically operates in an office, community, and partner-facing environment. Some evening, weekend and local travel may be required to attend meetings, outreach events, trainings, or community activities. The role may require occasional work outside standard business hours to support program needs and community engagement efforts.

Equal Opportunity Statement

The Urban Mission is an equal opportunity employer and is committed to creating an inclusive environment for all employees. Qualified applicants will receive consideration without regard to race, color, religion, sex, national origin, disability, protected veteran status or any other status protected by applicable law.

Mission Commitment

This position is expected to actively support and uphold the mission, vision, and values of Urban Mission Ministries. This position should exemplify compassion, hospitality, integrity, and servant leadership while empowering volunteers to make a meaningful difference in the lives of individuals and families throughout the community. The successful candidate will foster a culture of service, engagement, and collaboration that strengthens the impact of Urban Mission Ministries and its partners.