POSITION TITLE: Community Relations Manager

Opening Date: February 14, 2020

Closing Date: March 9th, 2020

Location of Job: St. Francis of Assisi Parish

Location Address: 330 SE 11th Avenue, Portland, Oregon 97214

Position: Full Time Exempt

Position Summary:

The Community Relations Manager coordinates and implements community relations outreach programs that inure a benefit to the St. Francis Parish Dining Hall ministry. This individual is the relationship builder, stakeholder interest manager, and volunteer and fundraising coordinator. The manager develops open communication and relationships with neighbors, business owners, parishioners, public officials, law enforcement, outreach and service providers, homeless guests, and others who share an interest in the Dining Hall ministry and the Buckman community. These relationships are established and maintained in order to ensure successful service and outreach to the homeless and those in need while fostering a positive and reputable presence in the neighborhood and community. This candidate will work in conjunction with church leadership to lead the development of a Good Neighbor Agreement and ensure the broadest and most applicable plan.

This position is a specialist and principal ambassador for Parish outreach to those who are homeless and in need. The position carries responsibility for working with parish leadership and strategic partners to deliver St. Francis’ vision, values, and plans for the outreach ministry.
Primary Responsibilities:

- Meet with housed and unhoused neighbors, businesses, public officials, law enforcement, community agencies, advocates and patrons of the dining hall to improve community relations and the operation of the Dining Hall in the neighborhood
- Collaborate with Parish leadership and community stakeholders to implement creative solutions to problems and challenges
- Receive and respond promptly to concerns, complaints and suggestions for improvement of the Dining Hall ministry
- Develop a written action plan that focuses on the first 3-6 months of key priorities, including meetings and discussions with Parish leadership and community stakeholders.
- Develop a visible schedule of outreach, follow-up, reporting, engaging and responding to the broader community.
- Assist with the development of policies and procedures that benefit the Dining Hall guests, the neighborhood and the outreach ministry
- Establish a manageable timeline and list of clear measurable goals which can be reported via communication platforms accessible by the community.
- Engage outside entities to assist with the many needs of the Dining Hall guests
- Assess the operations of the dining hall and work with parish leadership to modify and improve conditions of the ministry and physical plant as needed
- Coordinate fundraising efforts and events, such as the annual mailings, Dining Hall auction, and other social gatherings that bring attention and visibility to the parish mission of hospitality through the Dining Hall.
- Coordinate special events, social gatherings, receptions, town-halls, and acknowledgment programs to help improve relationships.
- Write grants, retain and cultivate donors, and seek out partners to support the ongoing mission of the Dining Hall.
- Work collaboratively with dining hall staff, supporters, volunteers, parishioners and guests
- Manage the Dining Hall webpages and social media presence
- Create and coordinate an effective Volunteer program using state of the art methods
- Train and educate volunteers in health and safety matters
• Participate and facilitate volunteer participation in neighborhood events and activities such as clean-ups
• Interact comfortably with people who have mental health and addiction issues
• Show a willingness to learn and implement productive behavior intervention strategies
• Develop public relations strategies that will promote and develop the mission of St. Francis Dining Hall
• Serve or find appropriate representatives to serve on boards, workgroups and committees that have an interest in the dining hall ministry and the good of the Buckman neighborhood
• Bring leadership and organizational skills to be used in the community in order to enhance the well-being of the surrounding areas.
• Develop a Dining Hall newsletter or other effective methods to make announcements and release publicity materials

Required Knowledge, Skills and Abilities:
The successful candidate must be a self-starter and be able to function independent of direct supervision. The candidate must be able to work with people of all backgrounds and origins with a strong desire to listen and understand issues as they are presented and intended. The candidate must demonstrate experience and successful outcomes working in communities. A strong preference will be given to candidates with direct community relations experience. The candidate should demonstrate;

• Interpersonal and communication skills with ability to clearly articulate complex information with the written and spoken word
• Ability to influence by adopting a range of styles, tools and techniques appropriate to the audience or nature of information
• Strong conceptual, analytical and problem-solving skills along with the ability to pay close attention to detail
• Ability to take initiative, effective at prioritizing multiple projects, comfortable working in a fast-paced, deadline-oriented environment
• Ability to listen and understand with compassion concerns voiced by the various constituents and stakeholders in the dining hall ministry
• Excellent computer skills with (Publisher, MS Office, Word, Excel, Outlook)
• Facility with social media platforms
• Ability to develop and present church outreach plans, goals, and objectives to a wide audience
• Garner and utilize adequate resources to assist the Dining Hall ministry
• Maintain a positive attitude

Minimum Qualifications:
• Bachelor’s degree required with 4 years of experience in building community relations programs preferred
• Practicing Catholic required
• Driver’s License

Physical Demands:
While performing the duties of this job, the employee is required to stand, walk, talk, sit, hear, and use repetitive motion of the hands/wrists. Lifts and moves items up to 15 pounds.

Please send resume and cover letter to hr@archdpdx.org to apply.