Community Outreach Coordinator
POSITION DESCRIPTION

REPORTS TO: Executive Director

SUMMARY OF POSITION DESCRIPTION
The Community Outreach Coordinator is responsible for managing neighborhood nuisance abatement initiatives to improve quality of life issues in WCDC’s service area; 25 hours per week;

RESPONSIBILITIES INCLUDE:

- Responds to complaints from residents and council office on nuisance issues in service area;
- Work with landlords & tenants to assess, document and track nuisance abatement problems utilizing the City of Cleveland’s penalty fees for excessive police service calls to residential units;
- Tracks complaints and prepares appropriate nuisance abatement notice letters to property owners, landlords and or tenants;
- Review weekly Cleveland Police Department brevity reports to identify victims of crime, and repeat offender locations in service area;
- Work with first district community policing officers to resolve ongoing safety/nuisance problems;
- Prepares informational letters to victims of crime on available victim compensation assistance programs, court watch appearances, and or follow up with prosecutor for high priority criminal cases;
- Assess and provide referral and follow up with governmental and social service organizations including city and county aging programs and departments for residents with problems including mental health, hoarding, poverty, unsafe housing conditions;
- Staff and report on the monthly 1st District Community Relations Committee to document crime data and identifies “hot spots” and trends
- Maintain communications with adjoining CDC safety organizers including BPDC, KCDC, DSCDO
- Submits required narrative and budget reports on a timely basis to ensure compliance with program guidelines;

REQUIRED QUALIFICATIONS:

- Bachelor’s degree (or equivalent work experience)
- Two years experience in community engagement/communications organizing or social service, paralegal, or neighborhood development; knowledge of landlord tenant laws;
- Mediation skills to resolve neighbor conflicts with people of various social demographic backgrounds.
- Ability to work days and attend some meetings on evenings & weekends
- Self-motivated and an ability to work toward objectives with minimal supervision
- Good written and verbal communication skills and an ability to “think on your feet”
- Proficiency in preparing written reports and business correspondence
- Excellent oral communication skills
- Computer proficiency including Microsoft Word, Excel, Access and use of the Internet
- Driver’s license, insurance, and automobile in good condition

**PHYSICAL DEMANDS**

Ability to operate a motor vehicle or equipment. May require reaching, standing, walking, fingerling, grasping and feeling, and the ability to lift or move objects up to 20 pounds. May require vocal communication for expressing or exchanging ideas, hearing to perceive information at normal spoken word levels, visual acuity for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

**WORKING CONDITIONS**

Exposure to inside and outside environmental conditions. The office is located in a smoke-free facility and has free parking

*This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the staffing and program needs of Westown Community Development Corporation.*

**EQUAL OPPORTUNITY**

Westown Community Development Corporation is an Equal Opportunity Employer.

**Respond with Cover Letter & Resume to info@westowncdc.org**