



JOB DESCRIPTION

Job Title: Community Engagement Specialist Status: Exempt
Reports To: Director of Programs TBC Work Schedule: FT; Hybrid (3-4 days/week in office)
Salary: \$48,000/year plus benefits

Position Summary-: Responsible for raising public awareness of brain injury while working closely with brain injured individuals, their caregivers, family members, community agencies and healthcare professionals to improve the quality of their life of those affected through education and support services.

Primary Duties

- Attend and participate in community events to elevate BIAV's brand and ability to support people with brain injury.
- Identify resources/services that are needed to enhance services to people with brain injury via the I&R program (e.g. healthcare professional outreach).
- Support the Resource Manager by responding to email requests for information and resources as well as facilitating on-line support group meetings as needed.
- Assist with the management and response to general requests received in BIAV's general email box (info@biav.net).
- Use Salesforce to collect data on information and referral requests and responses and ensure all information remains accurate and current.
- Manage and send satisfaction surveys and texting follow up to those receiving information and referral services.
- As part of the Information and Referral team, work to assess current resources, research new information and purge unnecessary or outdated materials
- Manage the process of adding new resources to BIAV's resource library by assigning new taxonomy codes, adding resources to online library (website) and Salesforce database.
- Recruit program participants, assist with contract management and provide technical assistance to programs involved in BIAV's "Screen and Intervene" project; serve as liaison and provide reports to funder; develop and provide educational modules and materials to support program participation.
- Identify opportunities and participate in displaying BIAV at high impact community events.
- Support and assist the Program Team with education activities as needed, such as:
 - Conference: content planning, speaker identification, scholarship management, registration and post conference activities.
 - Other educational events: Educational webinars and online courses
- All other duties as assigned by the Director of Programs.
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Minimum Educational & Experience Requirements

- Bachelor's degree in education, social work or related field
- Community engagement experience
- Experience with physical, psycho-social, behavioral and cognitive sequelae of brain injury and its impact on family and community systems is preferred but not necessary
- CBIS certification required within 12-18 months of employment (Certified Brain Injury Services)

Minimum Skill Requirements

- Excellent knowledge and use of concepts, methods and capabilities of database management software systems
- Effective and professional written and verbal communication
- Strong organizational skills with the ability to multi-task
- High degree of confidentiality
- Exceptional interpersonal skills
- Proficient with MSOffice, Salesforce and Word Press preferred
- Strong analytical skills

Physical Demands

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of the position.

- Continuous remaining in a stationary position, particularly, but not limited to, at a desktop computer
- Continuous visual review of print and electronic documents
- Frequent travel by car to meetings and events
- Frequent repetitive use of hands/arms including typing, writing, phone & computer use
- Frequent communication: verbal and written, in-person, phone and electronic
- Occasional lifting, transport or positioning up to 10 pounds

Work Environment

- Office Environment
- Some exposure to outdoor elements for special events
- Weekdays and some night and weekend work hours