

Director of Outreach and Engagement



General Summary of Classification:

Plans and directs the activities of the Department of Outreach and Engagement; leads efforts to promote the wellbeing and resiliency of all Henrico residents; facilitates community outreach and engagement opportunities to ensure department operations effectively serve the needs of Henrico County residents and create positive outcomes; develops and implements the County's DEIB strategy to include culture change, process, practices, experiences and results; performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Provides leadership in managing the daily operations of the Outreach and Engagement Agency by working collaboratively with the program managers to understand the needs of the community and the delivery of quality programs and services
- Establishes goals and objectives for the Department and develop strategies and methods to enhance and encourage community engagement and volunteerism.
- Oversees and develops measurable and impactful programs and services for youth, older adults, individuals with sensory and physical disabilities, diverse community groups, and underserved communities.
- Manages the fiscal operations of the agency to include administering the budget, securing grants or other funding for programs and services, and monitoring performance standards and reporting requirements for grant funding.
- Works collaboratively with county agencies, nonprofit organizations, governmental agencies, elected officials, community stakeholders, and the public to identify changing community needs and develop culturally informed programs and services.
- Increases public knowledge and awareness of county programs and activities to improve access to available resources.
- Promotes volunteerism on a variety of public platforms to grow the volunteer base and foster relationships among county government, residents, businesses, and local and regional organizations to strengthen the sense of community.
- Monitors legislative issues and provides policy guidance and direction for regional and state initiatives to support at-risk Henrico County residents.
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Demonstrated experience developing and leading programming in at least two of the following areas: services for youth development, older adults, individuals with sensory and physical disabilities, diverse community groups and underserved communities; demonstrated commitment to diversity, equity, inclusion and belonging; comprehensive demonstrated ability to work with diverse populations; knowledge of social and economic trends.
- **Technical:** Sound computer skills to use computer and typical business software, proprietary software and applications.
- **Interpersonal, Communication and Customer Service:** Demonstrated ability to develop and maintain sound working relationships with an array of relevant internal and external stakeholders; ability to effectively communicate and interact professionally with diverse stakeholders, including the public, media, senior leadership and elected officials; excellent collaborative skills; ability to work independently and as part of a team; sound public speaking skills and ability to prepare and give effective presentations to target audiences.
- **Decision-making and Authority:** Demonstrated ability to manage staff and direct department operations; strong judgement and critical thinking skills; the ability to effectively problem solve and to make decisions.
- **Leadership:** Excellent management and leadership skills including the ability to inspire, motivate, develop, monitor, and mentor staff with proven experience leading high functioning teams; the ability to maintain staff morale and engagement; the ability to set and achieve department and County goals; politically savvy.
- **Environment:** Typically works in an office setting.
- **Physical:** Visual and hearing acuity sufficient to engage in effective supervision, interactions and collaborations. Physical ability sufficient to perform assigned duties in a wide array of duty-related settings, locations and conditions as needed.

Minimum Education and Experience may vary based on assigned department and operational need:

Education: Four (4) year degree in a relevant field; master's degree preferred.

Experience: Eight (8) years of progressively responsible experience in a relevant field including a minimum of five (5) years in a supervisory capacity.

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.) will vary based on assigned department and operational need:

- Valid driver's license to perform assigned duties at various locations.
- May be required to travel, work a flexible schedule, or be designated as essential personnel.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.