

Bill de Blasio
Mayor, City of New York

Laura Rog
Acting NYC Chief Service Officer

2021-2022 NYC Service Fellowship Program

Neighborhood Strategy and Engagement Coordinator

The mission of NYC Service is to build partnerships to deepen and expand civic engagement through volunteer and service programs, creating sustainable change for our city's greatest needs.

Each NYC Service Coordinator reports to a direct supervisor, but also works with other members of the NYC Service leadership team and staff on a daily basis.

Position Description

The Neighborhood Strategy & Engagement Coordinator will lead NYC Service's neighborhood programs portfolio, reporting to the Senior Capacity Building Manager and collaborating with other NYC Service staff, including two Capacity Building Coordinator.

Key responsibilities include the following:

Coordinate Neighborhood Programs and Initiatives

- Spearhead conceptualization and implementation of volunteer development programs to support of nonprofit and city agency partners – specific focus will be placed upon Neighborhood and Affinity Group engagement
- Coordinate dissemination of the Neighborhood Volunteer Collaborative Toolkit to increase volunteer numbers throughout New York City in specific neighborhoods
- Support the external Community Engagement Qualitative Researcher in the implementation of a NYC Service-funded study focused on better understanding local community action and mutual aid networks. Specific tasks may include but are not limited to:
 - Recruiting nonprofits for participation
 - Coordinating training and support in selected neighborhoods
 - Developing volunteer data tracking and collection system
 - Supporting research platforms to study volunteer and civic engagement (surveys, canvasses, etc.) as needed
- Support the Senior Capacity Building Manager in the development a webpage on the NYC Service website that will serve as a resource hub for organizations, City agencies, and individuals interested in neighborhood engagement. The webpage will include:
 - A final draft of the Neighborhood Volunteer Collaborate Toolkit
 - A copy of the 2017 NYCivic Engagement Report
 - A study based on a citywide email survey that assessed civic behaviors
 - A local qualitative study on community engagement in the Bronx
 - A 2020 update to said study

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- An annual survey of community organizations and City Agencies to report volunteer numbers each year (*Volunteers Count*)
- Additional resources for organizations, including but not limited to: the Great Volunteer Management System

Support NYC Civic Impact Funding

- Support the Capacity Building Coordinator in the evaluation of the 2021 NYC Civic Impact Funding opportunity, which targeted NYC nonprofit organizations that have partnered with NYC Service to help deliver essential services to residents throughout the COVID-19 Crisis
- Support the Capacity Building Coordinator in management of the 2022 NYC Civic Impact Funding Program
 - Coordinate announcement, application process, and overall program implementation
 - Track results and report to Senior Capacity Building Manager
 - Develop and lead a debrief session following the funding term with NYC Service and other funding recipients

Support for Volunteers Count and the Mayor's Service Recognition Program

- Assist the NYC Service's Administrative Assistant in data collection associated with the annual *NYC Volunteers Count* citywide survey. Tasks may include:
 - Developing outreach lists and coordinating with City agencies, nonprofit organizations, and other partners to collect annual citywide volunteer data
 - Summarizing content for use in NYC Service's annual April report
 - Supporting the Administrative Assistant to execute development of the annual organization-wide report
- Assist the NYC Service's Administrative Assistant in the printing and distribution of Mayoral Service Recognition Program certificates in April for National Volunteer Month

Advance NYC Service Mission, Values, and Goals

- Represent NYC Service at select events
- Attend meetings with local stakeholders
- Assist with the provision of content for NYC Service social media platforms and the NYC Service e-newsletter
- Be available on select weekends and on select evenings throughout the Fellowship for project
- Provide project support with other service activities and programs, as needed, including emergency volunteer response
- Support City initiatives as needed, including but not limited to possible emergency response and recovery

Skills

- Bachelor's Degree (Minimum)
- Commitment to service year programs and volunteerism (service year alumni a plus)
- Capable of managing against goals and working under tight deadlines
- Strong written and oral communicator
- Experience in relationship management
- Experience with project management
- Experience creating successful collaboration among diverse stakeholders using indirect authority

- Strong presentation and public speaking skills
- Strong computer skills
- Excellent organizational and administrative skills
- Ability to work both independently and as an effective team member
- Ability to manage many projects simultaneously
- Ability to work beyond traditional working hours and schedules
- Bilingual abilities a plus