

Metropolitan King County Council

Position Description



Position: Community Engagement Manager	Position Number:
Department/Site: Office of Law Enforcement Oversight (OLEO)	FLSA: Exempt
Approved by Council: January 28, 2019	Salary Grade: 128

Summary

The Community Engagement Manager (Manager) is responsible for advancing OLEO's public education and engagement with goals of increasing understanding of policing and oversight in King County, learning more about the community experience with the Sheriff's Office and enhancing trust. The Manager provides staff leadership to Office of Law Enforcement Oversight's (OLEO) Community Advisory Committee for Law Enforcement Oversight (CACLEO), and helps facilitate its work with the residents served by the King County Sheriff's Office. The Manager builds relationships with populations served by the Sheriff's Office as well as with the Sheriff's Office personnel. The Manager provides information about police practices, oversight, and the complaint process to the public, and advances understanding of OLEO's work. The Manager reports to the OLEO Director or designee.

Distinguishing Career Features

The Manager will work with volunteer committees and boards, as well as planning and conducting outreach among diverse communities and cultivating relationships with community leaders. The Manager will develop and implement community engagement strategies and leading public education campaigns. The Manager will facilitate communication among diverse groups of individuals about sometimes challenging topics like police and community relations.

Essential Duties and Responsibilities

- Lead and support the members of CACLEO to ensure that the committee is fully-constituted, well-run, productive, and effective.
- Enhance knowledge among diverse stakeholders about the role and responsibilities of OLEO and CACLEO.
- Solicit input and facilitate discussion with diverse stakeholders and communities to identify policing policies and practices of interest to residents of King County and policy makers.
- Provide strategic leadership to outreach campaigns and projects aimed at improving and increasing dialogue related to policing and police oversight. Utilize CACLEO members as well as OLEO staff for such purposes.
- Form partnerships with community organizations, King County agencies, and other entities served by the Sheriff's Office to identify opportunities for public input and dialogue with CACLEO/OLEO.
- Develop and edit written and other communications on behalf of OLEO and CACLEO for dissemination to diverse stakeholders.
- Oversee and manage OLEO's social media presence.
- Serve as lead and point-person for needed changes on OLEO's website, make recommendations for continued improvement to OLEO's online communications.
- Develop systems to monitor and measure results of community engagement efforts and evaluate success in meeting OLEO's goals and mandate.
- Perform other duties as assigned by OLEO Director that support the objective of the position and integrate with the goals of the office.

Qualifications

Required Knowledge and Skills

- Advanced knowledge and experience in successfully working with volunteer committees and boards.
- Strong project management skills with a history of effectively managing project scope, schedule, and budget within dynamic and evolving environments.
- Well-developed human relations skills to advise and influence others, to lead and facilitate group processes, to gain trust when working with the general public, and to convey complex information to diverse audiences.
- Knowledge of equity and social justice principles and experience putting those principles into practice.
- Excellent verbal and written skills for internal and external communications on complex and sometimes controversial topics.
- Advanced knowledge of community engagement strategies and challenges.
- Advanced knowledge of the communities served by the Sheriff's Office.
- Knowledge of the dynamics of police and community relations.
- Understanding of various communication and dissemination techniques and methods including alternative ways to inform via written, oral and visual media.
- Basic knowledge of human behavior, individual differences in ability, personality and interests, learning styles, and motivation.
- Advanced knowledge of the structure and content of the English language to employ a variety of writing techniques that inform diverse audiences.

Abilities

- Requires the ability to carry out the functions of the position and effectively plan and implement program activities.
- Requires the ability to work collaboratively with numerous stakeholders and facilitate group processes and review effectiveness of group discussions, problem solving, consensus building and action plans.
- Ability to inspire and lead volunteers.
- Ability to apply equity and social justice principles in day-to-day work and interactions.
- Requires the ability to convert complex public/community issues and convey them in a way that enables and enhances understanding and trust.
- Ability to handle sometimes hostile, politically-sensitive situations and negotiate solutions despite varying opinions.
- Ability to use multiple engagement platforms, including Facebook, Twitter, Instagram, and other social media channels.
- Requires ability to solicit input and identify the public policy issues to be presented, synthesized, and conveyed to policy makers, community groups, residents of King County and CACLEO in a way that promotes open and constructive discussion and feedback. This includes collaboration with the Sheriff's Office to reach a variety of audiences and stakeholders to facilitate community input on relevant police policies and practice.
- Requires the ability to plan and implement group meetings and community events.
- Requires the ability to write clearly and concisely and prepare and present visually appealing written communications.
- Requires the ability to work under deadline pressure.
- Requires confidentiality and the ability to work on sensitive matters.

Education and Experience

The position requires at least five years related professional experience in a community service environment administering community-based programs involving coordination with volunteers and other stakeholders.

Licenses and Certificates

Requires a valid driver's license. The Community Engagement Manager must complete a Level One criminal background check, including fingerprinting, before employment.

Working Conditions

This position requires some time of the office, driving throughout King County to interact with the communities served by OLEO. Most work is performed indoors where minimal safety considerations exist.