

Families Empowered seeks Community Outreach Coordinator

ORGANIZATION OVERVIEW

Families Empowered is a nonprofit organization founded to support the growing number of families in Texas searching for a great PreK – 12 school for their child. Our vision is that one day, all families will have the ability to choose a school that works for them. We are an impact-driven organization focused on the concept that student outcomes will improve when families choose the school that is aligned with their goals and when they serve as their child's advocate. We believe that information and tools about school options must be designed with real parents in mind, made accessible to parents who are the most constrained, and respect a parents' right to *do something* with this information. All of our work is focused on service for families.

Families Empowered's Guiding Principles:

- **Integrity:** Conduct all affairs with parents, partners, staff, and donors with integrity and transparency. We are scrupulous and brutally honest about performance data, and courageous in sharing "lessons learned" with those who might benefit from our missteps or help us correct them.
- **Value Creation:** Ensure that all our actions focus on creating maximum value for families we serve and are oriented toward empowering others to improve their lives. Hold yourself and others accountable.
- **Empathy.** Honor each other and lead with understanding; although we work at scale to solve an urgent problem, we strive for quality, personalized interactions with our customers and each other.
- **Humility:** Exemplify humility and intellectual honesty. Constantly seek to understand and constructively deal with reality.
- **Optimism:** Face questions and challenges with hopefulness and confidence. Maintain a sense of possibility when serving families and each other.
- **Listening:** Seek input from our customers as frequently as possible in order to deepen and broaden our relevancy and impact.
- **Collaboration:** Understand that we alone cannot provide everything that families need to access excellent schools; we initiate and maintain strategic partnerships and collaborations with like-minded organizations.

ROLE OVERVIEW

Reporting to the Chief Program Officer, the Community Outreach Coordinator leads and manages Families Empowered's outreach and relationships with the families we serve and with collaborating community organizations in the Houston, San Antonio, Austin and Fort Worth areas. The Community Outreach Coordinator will devise and implement a variety of strategies that engage more families in the free programs and events designed to serve them, and that leverages partnerships with mission-aligned community organizations.

The position works collaboratively with the marketing team, call center team and others to provide exceptional service to families and to help ensure that families' voices are heard and considered by Families Empowered's leadership, partnering schools, education leaders and fellow advocates for school choice.

PRIMARY RESPONSIBILITIES

- Get to know the families in Families Empowered's network, seeking ways to deepen their involvement with the organization and with other families who are also searching for schools that work for their kids
- Build and strengthen Families Empowered's strategic partnerships with other nonprofit and community organizations.
- Serve as a key member of the Programs Team, participating in regular meetings, and helping to devise and implement impactful programs and services that advance our mission and help us better serve families.
- Represent Families Empowered and promote our programs and services at a variety of in-person and online events hosted by Families Empowered and our collaborating community partners. Identify community events in which to participate and secure Families Empowered's participation.
- Recruit families to share their school choice experiences and stories with Families Empowered and with established media and advocacy partners.
- Help to maintain accurate and up-to-date contact and involvement information for families and community partners in FE's database.

DESIRED QUALIFICATIONS

- Ability to work independently and collaborate with colleagues in other regions. The ideal candidate will be based in Houston.
- Exceptional level of motivation, self-starter, customer service, time management and project management skills.
- Exceptional presentation, communication, writing, and organizational skills.
- Ability to establish strong, collaborative relationships and work effectively with multiple constituencies, audiences and teams.
- An interest in event coordination, serving families, and collaborating with others to provide high value programming.

- Above-average understanding and familiarity with Microsoft Office, Google Suite, Cloud-based programs and servers and Salesforce (or similar CRM).
- Commitment to exemplifying Families Empowered's Guiding Principles
- Fluency in a language other than English strongly preferred, ideally Spanish or Vietnamese
- Knowledge of the Houston, San Antonio, Austin and/or Fort Worth nonprofit and school communities is a plus.

Travel: Requires up to 30% travel within the Houston, San Antonio, Austin and Fort Worth metro areas.

Work Conditions: Houston-based employees work in the organization's main office located there. Employees based in Families Empowered's other regions work from home offices with regular visits to Houston. Regular weekend and evening activities required (1-2/month).

Compensation: Competitive salary commensurate with experience.

Benefits

- Organization pays 60% of health insurance premium for employee
- Organization pays 100% of Short-Term Disability premium
- Voluntary Benefits: Dental, vision, life insurance, and long-term disability and health insurance for spouse and dependents.

To Apply:

Email a resume and cover letter to Ann Starr, Chief Program Officer, at astarr@familiesempowered.org by April 30, 2021. For more information about Families Empowered, visit www.familiesempowered.org.