



Job Title: Community Engagement Manager

FLSA Status: Exempt

Reports To: Director of Community Engagement

Salary: \$65,000 - \$72,000

Position Summary

RBJ Senior Housing is a trusted nonprofit organization providing affordable, independent housing where older adults can age with dignity, purpose, and connection. Our mission is to provide affordable independent living that is safe, comfortable, and serves as a place of enrichment.

The Community Engagement Manager is responsible for cultivating a vibrant, welcoming community where residents thrive through meaningful relationships, lifelong learning, volunteerism, and wellness opportunities. This position leads community engagement initiatives that strengthen resident satisfaction, foster belonging, and enhance quality of life while building strategic partnerships that support successful aging.

Working collaboratively with Leadership, Resident Services, Property Management, community partners, volunteers, and resident leaders, the Community Engagement Manager develops and coordinates innovative community programs and events, manages resident communications, oversees key community resource programs, and expands opportunities that make RBJ a dynamic and enriching place to live.

ESSENTIAL RESPONSIBILITIES

Community Engagement & Resident Experience

- Develop and implement a comprehensive annual community engagement strategy that promotes active, healthy, and connected living.
- Plan and oversee a diverse calendar of educational, wellness, recreational, cultural, and social programs.

- Create opportunities that encourage residents to build relationships, develop new interests, and remain actively involved in community life.
- Foster an inclusive environment where residents of diverse backgrounds feel welcomed, respected, and valued.
- Monitor resident participation and identify barriers to engagement.

Resident Leadership

- Support and advise the Resident Councils.
- Recruit and mentor resident ambassadors and volunteers.
- Encourage resident-led clubs, committees, and special interest groups.
- Facilitate opportunities for residents to provide feedback and participate in community decision-making

Community Partnerships

- Develop partnerships with nonprofits, healthcare providers, educational institutions, faith communities, and local businesses.
- Recruit community partners to provide programs, workshops, health screenings, entertainment, and volunteer opportunities.
- Coordinate community partner programming and identify service gaps.

Volunteer & Community Resource Management

- Develop and manage a comprehensive volunteer program.
- Recruit, onboard, train, supervise, recognize, and retain volunteers.
- Coordinate individual, corporate, and community volunteer opportunities.
- Ensure volunteers have meaningful roles that enhance resident quality of life.

Serafina Pantry & Community Resource Programs

- Oversee daily operations of the Serafina Pantry and ensure compliance with all Central Texas Food Bank requirements and City of Austin, Charitable Food Organization.
- Serve as the primary liaison with the Central Texas Food Bank and other vendors/partners.
- Manage RBJ's participation in the AARP Senior Community Service Employment Program (SCSEP), including coordinating participant assignments, supervising work activities, maintaining required documentation, and serving as the primary contact with AARP staff.
- Expand food security initiatives and community resource partnerships.

- Collaborate with Resident Services to connect residents with nutrition assistance and community resources.

Communications

- Develop and manage internal communications, including newsletters, activity calendars, resident announcements, bulletin boards, and digital displays.
- Manage external communications, including social media, website content, and promotion of resident stories, programs, and community events.
- Ensure all communications are accessible, timely, and responsive to the needs of older adults.

Wellness & Lifestyle Programming

- Coordinate programs supporting wellness, lifelong learning, technology, arts, nutrition, financial literacy, cultural celebrations, volunteerism, and purposeful aging.

Events Management

- Lead planning and execution of community events, wellness fairs, workshops, and celebrations.

Program Evaluation & Reporting

- Track resident participation, volunteer engagement and program outcomes.
- Prepare reports for leadership, board committees, grant funders, and community partners.
- Evaluate programs using resident feedback and participation data to support continuous improvement.

Community Operations Support

- Develop procedures that improve the resident, volunteer, vendor, and partner experience.
- Coordinate community space reservations and activity scheduling.
- Support organizational initiatives that strengthen resident satisfaction, community culture, and operational excellence.
- Contribute to cross-functional projects and strategic initiatives that advance RBJ's mission.

SKILLS & COMPETENCIES

- Excellent verbal, interpersonal, written, and listening communication skills with proven ability to communicate subject matter in an appropriate and professional manner with diverse audiences.
- Experience planning community events and managing multiple projects simultaneously.
- Demonstrated ability to solve complex situations using available resources and self-initiative.
- Understands the interconnectedness of aging, housing, and health-related issues. Able to identify trends among residents and bridge community gaps.
- Ability to adhere to documentation requirements and work deadlines – organized and independent time manager.
- Proficient in Microsoft Office suite applications, database entry, and a quick learner of new technology tools.

QUALIFICATIONS

- Required: Bachelor's Degree and/or equivalent work experience in a human service-related field, communications, nonprofit management or related field with a minimum of 5 years of experience in nonprofit initiatives.
- Preferred: Master's degree in Social Work, Gerontology, Communications, Nonprofit Management, Public Administration.
 - Experience working with older adults or affordable housing communities.
 - Knowledge of aging services and community resources.
 - Grant reporting or program evaluation experience.
 - Bilingual in English and Spanish and/or Chinese.
 - Experience supervising volunteers.

COMPENSATION & BENEFITS

The salary range for this position is \$65,000 - \$72,000. RBJ Senior Housing offers a comprehensive package that includes the following:

- 100% employer-paid healthcare for medical, dental, vision and life insurance for employee.

- 3 weeks paid time off accrued plus 13 company holidays per year.
- 403(b) retirement plan with a 5% employer match and full vesting after 1 year of service.

WORK ENVIRONMENT

This position is on-site at RBJ Residences and permits work from home or hybrid arrangements as approved by supervisor. Staff will be expected to meet with stakeholders at RBJ Residences, and occasional off-site travel may be required.

TO APPLY

Please submit your resume and cover letter to Dylan Lowery at dlowery@rbjseniorhousing.org.