Title: Community Engagement Manager (CEM)

Status: Full-Time (40 hours/week)

Start Date: October/November 2020

Reports to: Senior Director of Community Engagement Programs (SDCEP)

Oversees: Community Engagement Program Teaching Artists (TAs)

Works Closely With: Community Engagement Coordinator (CEC), Teaching Artist Instructional Leads (TALs), Music Therapists, Chief Programming Officer (CPO), Senior Director of Community Music School (SDCEM), Early Childhood Director (ECH), and Community Music School Coordinator (CMSC)

Position Description

Reporting to the Senior Director of Community Engagement Programs, the Community Engagement Manager (CEM) will engage with the Teaching Artists and Music Therapists to ensure that CMCB partners receive high-quality arts programming that reflects the core values of CMCB. Maintaining multi-generational relationships with community partners, teaching artists, faculty, board, staff, parents, students, and donors, the CEM will exude warmth and energy while supporting a historic community engagement program focused on access for diverse populations. The CEM will oversee best practices in hiring, training, mentoring, and evaluating the work of a diverse group of teaching artists, faculty, interns, and donors. The CEM will also work closely with the Senior Director of the Community Music School, Community Music School Coordinator and the Early Childhood Director to activate the relationships between community programs and other Community Music School programming.
Roles & Responsibilities

Program Development, Diversity, and Inclusion

- Foster and leverage CMCB’s strong reputation as an extraordinary community music school to sustain current programming and to develop future opportunities for expansion and growth in the community engagement division
- Ensure the highest level of programs and services that meet the needs of a diverse community
- Work with SDCEP and CEC to maximize CMCB’s community impact
- Work with CPO and SDCEP to manage programmatic risk, including ensuring that appropriate compliance systems are in place and steps are taken to reduce organizational risks related to finance, safety, labor relations, and other related functions
- Maintain compliance with Code of Ethics & Standards – FERPA
- Work with SDCEP to define program goals and develop strategies to meet them
- Work with SDCEP to oversee community engagement contracts and implementation
- Work with CEC to maintain community engagement equipment and instruments
- Work with CPO and SDCEP to ensure that the hiring practices are equitable and that they minimize implicit bias of marginalized groups.
- Work with SDCEP to create and refine theories of change/logic models
- Work with SDCEP to define, document, and report programmatic impact
- In consultation with SDCEP, create corrective plans for pilots that are off track
- Work with SDCEP to identify and promote innovative programming that challenges the status quo and pushes the organization to consider choices that may be outside its traditional comfort zone
- Work with SDCEP to strengthen current partnerships while developing new partnership agreements with schools and community organizations to advance CMCB’s community-based activities throughout the Greater Boston area
- Work with SDCEP to integrate all aspects of CMCB’s programs to ensure that programs are aligned in fulfilling the mission and vision
- Work with SDCEP to lead day-to-day operations to ensure that faculty, staff, students, and parents have a memorable experience that leaves a legacy on their future growth and personal development

Stakeholder Cultivation and Community Engagement

- Listen carefully, speak persuasively, and anticipate concerns of parents, students, faculty, staff, external partners, and the public
- Work with SDCEP to mobilize the talents, connections, and resources of the board to stimulate their continued active involvement
- Work with SDCEP to refine, monitor, and implement the FY21 strategic plan with the board, enabling the community engagement and satellites department to gain market visibility and achieve greater organizational impact
Financial Acumen and Organizational Management

- Spearhead innovation and creativity to allow the community engagement programs to become more structured, prescriptive, and data-driven
- Work with SDCEP in monitoring and reporting financials to ensure the financial health and stability of each program while also matching money to mission
- Empower and build camaraderie among Teaching Artist Instructional Leads (TILs), Teaching Artists (TAs) and Music Therapists (MTs) to recognize and leverage individual strengths that contribute to organizational success
- Work with SDCEP to financially negotiate, manage, and implement CMCB’s contractual partnership agreements
- Work with SDCEP and CPO to determine program rates and fees
- Work with SDCEP to assist advancement department in grant application and reporting process
- Provide leadership in the recruitment and retention of students and clients

Team Management

- Work with SDCEP to promote a culture of high performance and continuous improvement that values learning and a commitment to quality and customer service
- Work with SDCEP to establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, and provide ongoing regular and ad-hoc feedback and support to staff
- Work with SDCEP to ensure that staff members on the team receive timely and appropriate training in alignment with their professional development and departmental goals

Key competencies include the following:

- Leadership – The ability to organize and motivate other people to accomplish goals, create a sense of order and direction, and gain active participation among a variety of stakeholders.
- Diplomacy and Employee Development – The capacity to interact with others in a positive manner, treat them fairly, and listen carefully to what they say while facilitating their professional growth.
- Personal Accountability – The competence to prioritize and complete necessary tasks in order to meet or exceed the mutually agreed upon expectations of the role and to assume accountability for leadership actions.
- Stakeholder Satisfaction – The dexterity to embrace diverse stakeholder perspectives, including those of staff, faculty, students, families, board, and the Greater Boston population, and set a course that balances organizational goals with those individual needs.
- Bridge builder – A confident and effective communicator/negotiator who has the ability to engage, leverage, and fully activate current and potentially future partnerships.
Qualifications

● Bachelor’s degree and/or extensive knowledge in the field of community engagement, program design and leadership, or teaching artistry
● Must have the ability to plan and execute department initiatives
● Expertise in planning, organizational development, and team building in a collegial environment of mutual respect is needed
● A successful track record in best practices within the community engagement field and a high level of leadership experience is expected
● The successful candidate should have a passion for arts as a tool for community engagement as well as enthusiasm for CMCB’s dual mission of excellence and access
● Minimum of 5 years of experience is preferred
● Fluency in a second language (French, Creole, Spanish, Mandarin) a plus

Compensation & Benefits

Salary –$40Ks

Benefits include medical insurance (group health and flexible spending account), paid time off, non-contributory 403(b) retirement plan, and discounts on music instruction at CMCB.

Application Instructions

Interested candidates should send a resume and cover letter (ATTN: Morgan Beckford, Chief Programming Officer) to jobs@cmcb.org.

Application deadline is October 30th, 2020. Please, no phone calls or walk-ins.

ABOUT COMMUNITY MUSIC CENTER OF BOSTON

Founded in 1910, Community Music Center of Boston (www.cmcb.org) is an accredited non-profit music school in Boston's South End. Our mission to transform lives throughout Greater Boston, by providing equitable access to excellent music education and powerful arts experiences. The Music Center serves more than 5,000 students each week, on-site at our South End facility in the Boston Center for the Arts and in more than 40 outreach locations, including public schools, community/senior centers, and medical facilities. We are the largest external provider of arts education in the Boston Public Schools. Core Music Center programs include individual and group instruction in more than 25 instruments; outreach instruction in Boston Public Schools; an Intensive Study Project providing private instruction, theory and performances to prepare students for college-level study; early childhood programs; and music therapy for individuals with a wide range of physical, cognitive, emotional and/or social life needs.

Community Music Center of Boston is an Equal Opportunity Employer.