



Crisis House Job Description

Job title: Community Engagement & Communications Manager

Job location: In-Person, Santee, CA

Department: Marketing

Reports to: Executive Director

FLSA Status: Non-exempt

Salary: \$26-\$29/hour

Summary:

The Community Engagement & Communications Manager is responsible for raising awareness of Crisis House's programs and services through social media, newsletters, and community outreach. This role manages digital communications, recruits and coordinates volunteers, and builds partnerships with local organizations to expand Crisis House's reach and impact in the East San Diego County community and beyond.

Supervisory Responsibilities:

- None.

Essential Duties and Responsibilities

- Social Media Management

- Develop and maintain Crisis House's social media presence across platforms (Facebook, Instagram, LinkedIn, etc.), creating engaging content that reflects the organization's mission and values.
- Plan and schedule social media posts in advance using a content calendar; monitor and respond to comments, messages, and community interactions in a timely and professional manner.
- Track social media analytics and engagement metrics; prepare regular reports on reach, follower growth, and campaign performance to inform strategy.

- Newsletter and Communications

- Write, design, and distribute regular e-newsletters to donors, community partners, and other stakeholders; maintain and grow the organization's email subscriber list.



- Coordinate and produce program updates, success stories, and impact reports for use across communication channels, ensuring messaging is consistent with organizational branding guidelines.
- Assist with the development of flyers, press releases, event announcements, and other printed or digital marketing materials.
- **Community Outreach and Partnerships**
 - Represent Crisis House at community events, health fairs, faith-based organizations, schools, and local business gatherings to increase awareness of available programs and services.
 - Build and maintain relationships with community partners, referral agencies, and stakeholders to promote collaboration and increase Crisis House's visibility in Santee and the surrounding area.
 - Identify speaking, tabling, and sponsorship opportunities to expand Crisis House's presence and foster community support.
- **Volunteer Program Management**
 - Recruit, screen, onboard, and train volunteers; match volunteers to appropriate roles based on skills, availability, and organizational needs.
 - Maintain volunteer database and records including hours, contact information, background check documentation, and training completion; provide regular reports on volunteer engagement.
 - Plan and coordinate volunteer recognition activities and appreciation events; foster a positive volunteer experience to support retention and ongoing engagement.
 - Collaborate with program staff to identify volunteer needs and coordinate volunteer assignments in support of Crisis House programs and special events.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read and interpret documents such as professional journals, governmental regulations, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of clients or employees.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.



Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should know Microsoft Office (e.g. Outlook, Word, Excel, Teams), social media platforms (Facebook, Instagram, LinkedIn), email marketing tools (e.g. Mailchimp, Constant Contact), and basic graphic design tools (e.g. Canva). Experience with volunteer management software is a plus.

Education/Experience: Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Associate's or Bachelor's degree in Communications, Marketing, Public Relations, Nonprofit Management, or a related field preferred; or equivalent combination of education and relevant work experience. Minimum one (1) year of experience in social media management, community outreach, volunteer coordination, or a related role. Experience in a nonprofit or social services environment is a plus.

Knowledge, Skills, and Other Abilities:

- Knowledge of nonprofit communications best practices, social media strategy, and community engagement techniques.
- Strong written and verbal communication skills; ability to craft clear, compelling, and culturally sensitive messaging for diverse audiences.
- Ability to work independently, manage multiple projects simultaneously, and meet deadlines in a fast-paced environment.
- Ability to travel locally to community events, outreach meetings, and partner locations.
- Genuine passion for Crisis House's mission and a commitment to serving individuals and families in crisis with empathy, dignity, and respect.

Physical Demands: The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods at a computer. The employee is required to walk, sit, use hands, and reach with hands and arms. The employee is required to climb, stand, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.



Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is occasionally exposed to indoor and outdoor settings and works in close proximity to others. Employee occasionally may need to work weekends and evenings based on business needs.

Benefits: 100% paid health insurance (Dependent coverage available), Dental and vision coverage, 401k after 6 months, 13 paid holidays, 7 days of paid sick leave, 2 weeks of paid vacation, 2 wellness days.

To Apply: Are you ready to be a catalyst for change? Join us on a mission to transform lives and communities, where your voice and creativity will help spread the word about Crisis House's vital programs. Apply now to become our Community Engagement & Communications Manager and help connect our Santee community with the support they need. **Email a cover letter and resume to kelcie@crisishouse.org with "Community Engagement & Communications Manager" in the subject line.**

This job description is not meant to be a complete listing of professional duties or responsibilities. Management reserves the right to amend any job description and/or procedure herein. Management will make every effort to notify employees of said changes within a reasonable amount of time.

Crisis House is an equal opportunity employer and makes employment decisions based on merit, qualifications, and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability, veteran status, or any other consideration made unlawful by federal, state, or local laws.

Crisis House will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if Crisis House is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report. Find out more about the Fair Chance Act by visiting civildrights.ca.gov/fair-chance-act/.