

## **Hilltop Alliance Outreach Coordinator**

**Background:** Since our formation in 2007, the Hilltop Alliance has worked collaboratively to deliver community and economic development programs and projects across south Pittsburgh's Hilltop. The Alliance serves: Allentown, Arlington, Arlington Heights, Beltzhoover, Bon Air, Carrick, Knoxville, Mt. Oliver Borough, Mt. Oliver City, Mt. Washington, South Side Slopes and St. Clair.

**Position Summary:** The Hilltop Alliance's [Property Stabilization Program](#) (PSP) works directly with home owners to help them access available resources to fix property-related problems before fines, public safety risks, and/or property maintenance issues threaten displacement. This is a salary position responsible for making first contact with residents, understanding their personal situation, completing the HA intake form and sharing that information with the PSP team. The PSP team then determines who will be working with them, to complete applications and access in-house or third-party agency resources. Additionally, this position provides basic, minor maintenance services including but not limited to: clearing trash and dumping, overgrowth and debris removal, painting, and securing vacant properties. This position is highly visible, shares information about available assistance and resources, and serves as a constant ambassador for the Hilltop Alliance.

### **Property Stabilization Program:**

#### *External:*

- Connect with residents to help with property maintenance and repairs.
  - Assist resident to complete HA intake form
  - Share intake form and property issues with PSP team
  - Follow up with resident about potential resources, including assisting them with applications and other support services, as needed.
  - Once resources are applied for, maintain occasional communication with resident and work with PSP team to track progress of submitted applications.
- Routine community walk-throughs to see property maintenance issues first-hand, take updated photos, and track progress being made.
- Clearing trash and dumping, overgrowth and debris removal, painting, and securing vacant properties on public and private property, as coordinated with Outreach Specialist.
- Attend Property Stabilization Committee meetings and, as needed, other public meetings, meetings with partner organizations, and community meetings
- Participate in outreach, engagement and/or service-based activities within the neighborhoods (including the Fresh Fridays food distributions)
- Inform residents about public and community meetings and other volunteer efforts
- Act as an ambassador of Hilltop Alliance programs and projects

#### *Internal:*

- Work with PSP team as directed by Outreach Specialist
- Once residents have been identified as being interested in and eligible for specific social services and assistance (through HA intake process), work one-on-one with them to provide warm referrals and access such assistance

- Utilize internal databases to ensure timely documentation of all property-related actions
- Utilize internal databases and project management software (such as CDBG hours log, PTO tracking sheet and staff calendar), to maximize team communication, personal organization and time management

**Additional Responsibilities:**

- Promotion of community events and Hilltop Alliance activities
- As needed, assist with reports, proposals, and presentations
- Assist in directing and/or responding to, phone, email, and mail requests for information about the Hilltop Alliance

**Reporting Relationships:**

- This position reports to and is evaluated by the Director of Construction & Redevelopment, with support from the Executive Director, and works collegially with the Outreach Specialist and Carrick Coordinator

**Qualifications & Skills:**

- Preference for a resident of a Hilltop neighborhood
- Must have a valid PA Driver's License
- Basic knowledge and experience with property renovations and/or construction
- Ability to lift at least 50 lbs.
- Ability to work outdoors, in all climate conditions, as needed
- Ability to work on occasional evenings and weekends, as needed
- Comfort with walking the neighborhoods, knocking on doors, and meeting new people
- Demonstrated commitment to volunteer leadership and interest in community activities
- Positive, outgoing attitude
- Well organized
- Strong experience with computer software including proficiency in Google Docs, Adobe Acrobat, Microsoft Word, and Excel is required. Experience with client relationship management software such as Freshsales is desired
- Familiarity with basic office tools including computer, copy/scan machine, virtual meetings, email, etc.

With the subject title "Outreach Coordinator position", please email a resume and cover letter to [bill@pghhilltopalliance.org](mailto:bill@pghhilltopalliance.org). All applications are due by **Monday, November 13, 2023**. Phone interviews will be done on a rolling basis, so you are encouraged to apply as early as possible. In-person interviews are expected to be scheduled mid-late November, with a hiring decision shortly thereafter.

Salary range is \$40,000 – \$46,000 DOQ. Benefits include health, vision, dental, short-term, and long-term disability insurances, simple IRA plan with up to 3% employer match, paid time off, flex-time, holidays, and a hybrid work environment.

Hilltop Alliance is an Equal Opportunity Employer.