

Neighbor 2 Neighbor Community Ambassador

Hours:

Up to 20 hours per week, \$20 dollars hourly pay rate.

Work hours will vary, be flexible and will likely include evenings and weekends.

Location:

Neighbor 2 Neighbor Ambassadors will work in the field and be based out of the local Community Development Corporation (CDC) office. Ambassadors will be required to travel throughout their assigned region.

Background:

The Neighbor to Neighbor Cleveland Program (N2N) – a Cleveland Community Engagement and Data Collection Project - is designed to build community engagement and organizing capacity across Cleveland neighborhoods, as well as create a platform for collecting granular community-level data on the digital divide and -housing instability across the city. Canvassers will educate residents on programs they may be eligible for, as well as ask questions to understand the gaps that exist due to a lack of resources or programming that is symptom-based and not solution-based. Based on these conversations, Neighbor to Neighbor partners and residents will co-develop lasting, sustainable programs that provide long-term solutions to intractable issues.

Canvassers will connect residents to the Emergency Broadband Benefit (EBB), a federal program that subsidizes the cost of internet and technological devices for eligible households. Resident feedback will also allow Neighbor to Neighbor partners to understand the need for broadband infrastructure, neighborhood tech hubs, digital literacy programming and more. The EBB and future programs developed alongside residents will aim to transition Cleveland from one of the least-connected cities in the country to an example of how the power of partnerships and programming can address systemic issues.

Job Duties and Responsibilities:

- Effectively engage residents primarily through door-to-door canvassing conversations and as needed, at community events and places such as grocery stores
- Conduct surveys door-to-door and accurately enter data into the technology which will be provided
- Work with the other ambassadors and the Community Engagement Specialist to ensure that canvass goals are met, complete regular progress reports and adjust canvass tactics as needed
- Represent the Neighbor to Neighbor program with professionalism and ethical conduct in order to build a positive relationship with the community at large
- Have knowledge of available assistance programs, resources, and neighborhood assets, and provide residents with information on relevant programs and resources.

Relevant Qualities, Skills & Experience:

- Ability to effectively communicate information and ideas in written and verbal format, especially public speaking
- Ability to speak one or more community languages is desirable
- Interpersonal skills – i.e. is friendly, approachable and enjoys interacting with people from a wide range of communities and cultures
- Previous canvass experience is helpful, but not required as training and coaching will be provided to all employees
- Must be able to use a computer/tablet and learn how to use a software database
- Ability to work irregular hours
- Ability to work independently and as part of a cohort/collaborative team
- Good understanding of Cleveland neighborhoods with preferred deep knowledge and connection to the neighborhood in which ambassador will be canvassing

If you are interested in this great opportunity, please contact Charon Hemans chemans@midtowncleveland.org