**Roof Above**

Roof Above is NC’s most comprehensive homeless service provider.  Our mission is to unite our community to end homelessness, one life at a time.  Focusing on individuals experiencing homelessness, Roof Above offers everything from street outreach to shelter to Rapid Rehousing to Permanent Supportive Housing. Roof Above’s services and programs reach over 1,200 individuals every day across seven campuses in Charlotte (up to 14 campuses in COVID).  Roof Above was born through the merger of Urban Ministry Center and Men’s Shelter of Charlotte in 2019.

**POSITION SUMMARY:**

The Education Specialist’s (ES) primary responsibilities are to help develop and implement Roof Above’s education curriculum and communications strategy. Additional Communications Team responsibilities include collaboration around philanthropy, volunteerism, homeless services (basic services and emergency shelter), and other related programs. The position will collaborate with other key members of the Communications Team.

Education at Roof Above embodies our core values. We address homelessness foremost as a housing crisis. We affirm the dignity of people experiencing homelessness as we honor their stories. We meet people where they are and invite anyone to serve as a supporter, volunteer, or advocate.

**ESSENTIAL FUNCTIONS:**

* Under direction of the Director of Communications, assist with creating, updating, and evaluating the organization’s education curriculum as appropriate.
* Responsibilities include utilizing effective teaching and learning practices such as recorded lectures, on-site tours, online demonstrations, virtual class discussion, innovative group work, project-based learning, and other appropriate modes of educational delivery.
* Help formalize and implement educational processes and systems.
* Proactively manage and engage with groups, leading educational sessions, group tours, presentations, greetings, etc.
* Represent and Roof Above externally on related community matters, as appropriate i.e., through speaking events, panel discussions, community meetings, lunch and learns
* Grow advocacy and education following through virtual learning events, e-mail communications, social media content
* Work closely with volunteer and philanthropy teams to offer educational components to volunteer activities and events
* Collaborate closely with programs team to develop curriculum with the goal to connect community with our mission through financial support, volunteering, or advocacy
* Maintain a calendar of events and topics, create content that communicates our educational goals i.e. Black History Month, Mental Health Awareness, Second Chance Month, Point in Time Count.
* Records notes and other key information into Razor’s Edge on a timely basis.

**OTHER RESPONSIBILITIES:**

* Research and report on relevant local public policy initiatives and local advocacy efforts.
* Participate in staff training and meetings, as appropriate.
* Build and establish relationships with individuals that we serve.  Ensure our frontline work and the perspective of people experiencing homelessness informs our curriculum and communication.
* Assume other duties as assigned.

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

* A Bachelor’s degree, or a combination of relevant experience and education.
* Possess strong organizational skills with ability to meet a demanding workload.
* Demonstrated ability to be detail-oriented to maintain data and meet deadlines.
* Demonstrated communication skills, particularly speaking and writing.
* Creative thinker/adaptive personality.
* A proactive self-starter
* Experience with computer and knowledge of Microsoft Office.
* Sensitivity to cultural socioeconomic characteristics of population served.
* Knowledgeable with a desire to learn more about and systemic factors of homelessness and poverty and affordable housing
* Ability to connect and meet diverse constituencies.
* A conviction about the capacity of people to grow and change.
* Ability to share data and stories in a meaningful and engaging way.
* Demonstrated understanding or any working/volunteer experience with homeless populations.
* Knowledge of issues related to homelessness.
* Knowledge of community resources a plus.

**OTHER REQUIREMENTS:**

* Must pass pre-employment and/or random drug and alcohol screenings as a condition of hire and/or ongoing employment.
* Must have reliable transportation to work.
* Participation will be required at events that may fall outside of “normal” work hours such as evenings and weekends.
* Must be able to lift 25-30 lbs.
* Must be able to stand on your feet for long periods of time.

**WORKING ENVIRONMENT:**

Individual must be able to work with limited supervision, embrace a fast-paced environment, and be comfortable de-escalating negative behaviors with diverse individuals including persons with mental illness and substance use issues.

**OUR VALUES:**

**Heart for the Work**

* We choose this work and embrace this place.
* We practice radical compassion.
* We each do our unique part to end homelessness.

**Solution-Oriented**

* Grounding ourselves in what we know, we imagine what is possible.
* We are intentional about getting the right people involved and we move towards effective action.
* We are exhaustive in our search for solutions.

**Bring Our Best**

* We practice self-care, self-awareness, and safety.
* We recognize what we need to let go of to move forward.
* We exercise diligence and grit.

**Value Others**

* We honor the profound worth of each life and our work reflects it.
* We meet people where they are and approach others with genuine curiosity.
* We know we can’t do it alone.  We are stronger and smarter together.

For the safety and well-being of our team members and clients / guests, Roof Above requires, with few exceptions, that all new hires be fully vaccinated against COVID-19 prior to start. For more information about our expectations and potential reasonable accommodations that may be available for disabilities or religion, contact accommodations@roofabove.org

*Roof Above is an equal opportunity employer. We celebrate diversity and are com*