



VCU

Community Engagement and Outreach Job Summaries

Job Code	Job Title	University Job Summary
14713 14712 14711	Community Engagement Vice Provost	Vice Provosts are responsible for the strategic development and implementation of the university's Community Engagement and Outreach strategy. They serve in an administrative and operational leadership capacity to guide the university's overall community engagement activities. They collaborate with key internal and external stakeholders to advance the mission of the university as it relates to a best-practices model of community engagement. They are typically responsible for policy development and implementation as well as results delivered in a broad array of community partnership programs and initiatives. They possess the authority to set and change the strategic goals of the areas assigned and have considerable latitude on how results are achieved. They exercise independent judgement for complex issues, and the quality of their decision-making has a critical impact on the strategic and operational goals of programs and services offered. Vice Provosts typically report to executive leadership.
14613 14612 14611	Senior Associate Vice Provost, Community Engagement	Senior Associate Vice Provosts provide executive leadership to Community Engagement and Outreach activities, programs, and services. They are responsible for providing program assessment, policy development, and budget development and oversight. They ensure proper execution of Community Engagement and Outreach activities including a comprehensive and integrated outreach strategy that includes community and special interest initiatives and programs; collaborative partnerships; community outreach; community engagement; and community-engaged scholarship, service, teaching/learning and research. They may be responsible for the performance and development of directors, managers, professionals, and support staff. They represent the university externally to stakeholders and internally as appropriate and ensure both long-term and short-term goals are supported by appropriate policies, practices, and resources. Under executive oversight, Senior Associate Vice Provosts possess the authority to set and change the strategic goals of the business units or functional areas assigned, exercising considerable latitude on how results are achieved. Senior Associate Vice Provosts typically report to the Vice Provost Community Engagement or executive leadership.
14516 14515 14514	Associate Vice Provost, Community Engagement	Associate Vice Provosts provide senior leadership in the area of community engagement and outreach. They are responsible for the development, implementation, and assessment of the university's comprehensive and integrated community engagement efforts and ensure both long-term and short-term goals are supported by the appropriate allocation of staff, space, and financial resources. They represent the university externally to stakeholders and internally as appropriate. They possess the authority to set and change the strategic goals and have considerable latitude on how results are achieved. They exercise independent judgement for complex issues. The quality of their decision-making and actions have a measurable impact on the strategic and operational goals of programs and services offered. Associate Vice Provosts typically report to executive leadership.
14513 14512 14511	Assistant Vice Provost, Community Engagement	Assistant Vice Provosts serve in a senior leadership capacity to provide oversight of the implementation of strategic community engagement outreach initiatives. They ensure long-term goals are supported by the appropriate allocation of faculty, staff, space, and financial resources and are accountable for strategic and long-term planning, implementation, and assessment of major partnerships and initiatives with significant mission critical impact. They possess the authority to set and change strategic goals, exercising considerable



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		latitude on how results are achieved. Assistant Vice Provosts articulate the university's community engagement and outreach vision and mission to internal and external stakeholders. They exercise independent judgement for most complex issues and refer unprecedented issues to a higher level. The quality of their decision-making and actions have a measurable impact on the strategic and operational goals of programs and services offered. Assistant Vice Provosts typically report to executive leadership.
14416 14415 14414 14413 14412 14411	Director, Community Engagement	<p>Directors typically provide strategic direction to a community engagement or outreach program to facilitate and support the integration of community engagement across the academic and business units of the university. Directors in these roles typically share responsibility for planning, policy formation, and strategic implementation of programs or services. They may facilitate the creation of partnerships for community-engaged teaching, research, and service activities and oversee programs and services. They typically ensure policy and legal compliance and manage other professional staff. Directors collaborate with internal and external constituents to achieve overall strategic goals. They have a significant impact within the department, influencing service delivery and operational goals. Under the direction of senior leadership, they exercise independent judgement for complex issues to ensure departmental objectives are met. They typically report to executive leadership.</p> <p>NOTE: The Director job is a supervisory job and is intended for positions that have three or more full-time direct reports who are typically managers of functional areas. Positions that meet the scope of the Director job that have fewer than three full-time direct reports should be placed in the Senior Administrator job.</p> <p>Senior Directors are responsible for long-range strategic planning and must possess a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals through innovative new programs, services, or practices. Senior Directors assume a higher level of responsibility and authority in compliance and legal matters.</p>
14326 14325 14324	Associate Director, Community Engagement	<p>Associate Directors typically serve as operational managers providing daily administration for a university-wide student services program within one or more community engagement or outreach programs. They typically ensure policy and legal compliance, manage other professional staff, and support the implementation of strategic and operational goals established by executive and senior leadership. Associate Directors collaborate with internal and external constituents. They have a measurable impact within the department, influencing service delivery and operational goals. Under the direction of senior leadership, they exercise independent judgement for complex issues, referring more complex issues to a higher level. They typically report to executive leadership.</p> <p>NOTE: The Associate Director job is a supervisory job that is intended for positions that have three or more full-time direct reports who are typically managers of functional areas. Positions that meet the scope of the Associate Director job that have fewer than three full-time direct reports should be placed in the Senior Administrator job.</p>
14323 14322 14321	Assistant Director, Community Engagement	Assistant Directors support strategic goals and the university mission by providing daily administration of a program or administrative function. They are operational managers responsible for the supervision and development of staff or the development and implementation of services. They may be responsible for multiple components of a comprehensive or specialized program. They implement the operational goals established by executive and senior leadership. Assistant Directors typically serve as liaisons between



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		<p>internal departments or functional areas in order to achieve operational goals. They have a measurable impact within the department and influence service delivery and operational goals. Under intermittent supervision, they exercise independent judgement for complex issues, referring more complex issues to a higher level. They typically report to executive leadership.</p> <p>NOTE: The Assistant Director job is a supervisory job and is intended for positions that have three or more full-time direct reports who are typically managers of functional areas. Positions that meet the scope of the Assistant Director job that have fewer than three full-time direct reports should be placed in the Administrator job.</p>
14916 14915 14914 14913 14912 14911	Administrator, Community Engagement	<p>Administrators provide administrative management of one or more functional units, departments, or business units. They are typically responsible for overseeing and coordinating all administrative affairs, with strategic management of daily operations as a primary purpose. The role may have direct and indirect reports. They typically serve as liaisons between internal departments or functional areas in order to achieve operational goals and serve as a resource to lower-level staff. Their decision-making has a significant impact on service delivery and student success. Administrators work under intermittent supervision, resolving complex issues independently and referring unprecedented issues to a higher level. They typically report to executive or senior leadership.</p> <p>NOTE: The primary purpose of the administrator job is the strategic management of daily operations and not primarily supervision, although the role may have direct and indirect reports.</p> <p>Senior Administrators serve in a senior capacity with the equivalent scope and authority of the Director role but with fewer than three functional area managers as direct reports. They are responsible for long-range strategic planning and the application of a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond the internal scope of the department through innovative new programs, services, or practices. Senior Administrators assume a higher level of responsibility and authority in compliance and legal matters.</p>
14246 14245 14244 14243 14242 14241	Community Engagement Program Manager	<p>Community Engagement Program Managers serve as operational managers for one or more Community Engagement program's daily administration. They may be responsible for areas such as ensuring policy and legal compliance; administering budgets; managing multimedia communications; recruiting, training, and supervising a team of staff, interns, or students; special projects and other related operational activities. In consultation with senior leadership, they develop processes and implement new programs. They have a measurable impact within the department and influence service delivery in the school, department, or business unit. Community Engagement Managers work under intermittent supervision, resolving routine issues independently. They typically report to a director or senior administrator.</p> <p>NOTE: The Manager job is a supervisory job and is intended for positions that have three or more full-time direct reports. Positions that meet the scope of the Manager and Senior Manager jobs and have fewer than three full-time direct reports should be placed in the Administrator job.</p> <p>Senior Community Engagement Managers participate in long-range strategic planning,</p>



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		<p>which requires a comprehensive knowledge of the service or functional area. They advance the service or functional area's strategic goals beyond daily operations through innovative new practices. Senior Community Engagement Managers assume a higher level of responsibility and authority in compliance and legal matters.</p>
14236 14235 14234 14233 14232 14231	Education Specialist	<p>Education Specialists perform professional education, intervention, or outreach services of a specialized nature in areas such as early childhood development; educational program evaluation services; disability services; special education; special population services; and intervention services. Their typical duties may include creating and developing new programs, outreach initiatives, and events; designing marketing materials and planning promotional activities; planning, procuring, and managing materials, resources and supplies; scheduling departmental staff and program volunteers; and designing program evaluations, collecting feedback, and incorporating suggestions for improvement. They may work independently or as part of a team. They work under limited supervision, making complex decisions independently and referring unprecedented issues to an upper-level manager. Specialists typically report to a manager or director or in some units may report to senior leadership.</p> <p>Senior Education Specialists possess greater knowledge of tasks related to the community engagement field, distinguishing them from Education Specialists. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
14116 14115 14114 14113 14112 14111	Community Engagement Coordinator	<p>Community Engagement Coordinators perform a wide variety of administrative, logistical, operational, and technical tasks related to community engagement. They help to design, coordinate, conduct, and evaluate educational programs. Their typical duties may include providing logistical support for programs, retreats, and events; working with leadership to develop and facilitate offerings and new programs; helping design marketing materials and promotions for programs; coordinating schedules of departmental staff and program volunteers; maintaining program supplies; managing participant attendance records; tracking program evaluation and incorporating feedback for improvement; and generating reports. They may work independently or as part of a team. They work under general supervision, resolving most standard issues independently and referring complex issues to an upper-level manager. Community Engagement Coordinators typically report to a supervisor or manager or may report to a director.</p> <p>Senior Community Engagement Coordinators possess greater knowledge of administrative, logistical, operational, and technical tasks related to the community engagement field, distinguishing them from Community Engagement Coordinators. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
14226 14225 14224	Licensed Adult Educator	<p>Licensed Adult Educators provide instructional services for adults within an academic school or community engagement, intervention, or outreach program. They are responsible for planning and delivering high-quality educational programs. They may be responsible for</p>



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14223 14222 14221		<p>assessing programs and services as well as guiding and supervising volunteers and interns. They typically collaborate with teammates and instructional assistants to ensure service objectives are met. Licensed Adult Educators exercise independent judgement for complex issues, referring unprecedented issues to a higher level. Their decision-making has a measurable impact on service delivery and operational goals. Licensed Adult Educators typically report to a manager or director or in some areas may report to an administrator.</p> <p>Senior Licensed Adult Educators possess greater knowledge of tasks related to the field of adult education, distinguishing them from Licensed Adult Educators. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
14216 14215 14214 14213 14212 14211	Licensed Preschool Educator	<p>Licensed Preschool Educators provide instructional services for preschool to elementary students within an academic school or community engagement, intervention, or outreach program. They are responsible for planning and delivering high-quality educational programs. They may be responsible for assessing programs and services as well as guiding and supervising volunteers and interns. They typically collaborate with teammates and instructional assistants to ensure service objectives are met. Licensed Preschool Educators exercise independent judgement for complex issues, referring unprecedented issues to a higher level. Their decision-making has a measurable impact on service delivery and operational goals. Licensed Preschool Educators typically report to a manager or director or in some areas may report to an administrator.</p> <p>Senior Licensed Preschool Educators possess greater knowledge of tasks related to the early childhood education field, distinguishing them from Licensed Preschool Educators. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>
14016 14015 14014 14013 14012 14011	Instructional Assistant	<p>Instructional Assistants provide instructional and administrative support to a lead teacher within an academic school or a community engagement, intervention, or outreach program. They typically are responsible for providing direct student assistance or supervision; assisting a Lead Teacher in planning and implementing activities and assessment; and collaborating with teammates to ensure service objectives are met. They may work independently or as part of a team. They work under direct supervision, resolving most standard issues independently and referring complex or unique issues to the appropriate staff or management level. Instructional Assistants typically report to a teacher or manager.</p> <p>Senior Instructional Assistants possess greater knowledge of instructional and administrative tasks related to the community engagement field, distinguishing them from Instructional Assistants. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify</p>



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14026 14025 14024 14023 14022 14021	Community Engagement Assistant	<p>Community Engagement Assistants perform entry-level operational and technical tasks related to a community engagement, intervention, or outreach program. They may serve as a first point of contact for internal and external customers; perform data entry; distribute, publish, and update communications, marketing materials, and promotions; assist with the design, coordination, and evaluation of educational programs; and provide logistical support for travel and events. The work is routine in nature, requires limited judgment, and requires following a set of pre-established guidelines, processes, and procedures. Community Engagement Assistants may work independently or as a member of a team. They work under direct supervision, resolving most standard issues independently and referring complex or unique issues to the appropriate staff or management level. Community Engagement Assistants typically report to a supervisor or manager.</p> <p>Senior Community Engagement Assistants possess greater knowledge of operational and technical tasks related to the community engagement field, distinguishing them from Community Engagement Assistants. They are further distinguished by the complexity of assigned work; an ability to identify options and develop solutions for unique or unprecedented situations; greater decision-making authority; and the judgment, resourcefulness, and ability to identify issues and/or areas that should be addressed differently. They are resources for others, participating in mentoring, coaching, and training.</p>