

Mellon/ACLS
PUBLIC FELLOWS PROGRAM 

Job Title:	Outreach & Engagement Research Analyst
Organization:	City of Seattle Innovation & Performance Team
Location:	Seattle, WA
Start Date:	August 3, 2020

ORGANIZATION DESCRIPTION

The City's Innovation & Performance (IP) team was created in 2017 and works closely with City departments, including the Dept. of Neighborhoods (DON) in an internal consultancy model, bringing specialized skills to help improve performance. It uses data and design to support management and operational decision-making and seeks to deliver practical, sustainable solutions. Originally launched in 2016, IP recently redesigned Performance Seattle (<https://performance.seattle.gov>) to measure the City of Seattle's progress meeting ongoing service targets and multiyear goals in seven issue areas that necessitate cross-departmental collaboration and coordination, and provide insight into how well the City of Seattle is meeting the needs of our residents. Learn more about the City's Innovation & Performance team at <https://www.seattle.gov/innovation-performance>.

POSITION DESCRIPTION

Seattle's Department of Neighborhoods (DON) provides resources and opportunities for community members to build strong communities and improve their quality of life. Through DON's programs and services, described at <http://www.seattle.gov/neighborhoods>, they meet people where they are and help neighbors develop a stronger sense of place, build closer ties, and engage with their community and city government. DON provides City departments with subject matter expertise and connection to communities to share insights on community priorities. The Outreach & Engagement Research Analyst is a new position that will bring together DON's commitment to community engagement with Innovation & Performance's approach to accountability and all of Seattle city government's commitment to race and social justice. The Research Analyst will:

- a) **Develop a bank of case studies** that documents City outreach and engagement efforts, described in terms of equity and inclusion, community involvement, community satisfaction, and reliability of project delivery, and those efforts' results. This case study bank will provide a foundation of knowledge from which staff from all City departments can pull to inform their outreach and engagement plans on future projects. There may be opportunities to publish case studies.
- b) **Conduct a literature review of efforts to measure the impact of outreach and engagement** in other jurisdictions and curate examples that can be incorporated into an Outreach & Engagement Measurement Framework (see below). The Research Analyst will share this information with City staff, as well as with external partners like Cities of Service.
- c) **Assist in the design and development of an Outreach & Engagement Measurement Framework** where the case study bank and literature review will pair with quantitative data to provide policymakers and outreach and engagement specialists with the information needed to inform future City outreach efforts. The measurement framework will leverage historical data as possible, but more importantly will be prototyped in 2021 on outreach and engagement efforts to

discern how best to measure the impact of reaching out to the community and having meaningful dialogue to forge solutions with equity and inclusion at the center.

- d) **Assist in the integration of outreach and engagement performance measures** into the City's centralized performance measurement site, Performance Seattle and provide insight into how well the City of Seattle is meeting the needs of its residents.

The Research Analyst will report to DON's External Relations Division Director and will be supported by DON's team of community engagement coordinators. The research will tap into a robust infrastructure of departmental teams working on equitable outreach and engagement, as well as external partners.

Key duties and responsibilities:

- **Research:** Provide leadership and assist in researching complex scenarios interrogating the implementation of equitable community outreach and engagement
- **Write:** Develop and write case studies to support City of Seattle departments and other US municipalities endeavoring to advance impactful equitable outreach
- **Design:** Assist in the design and development of an Outreach & Engagement Measurement Framework
- **Prototype:** Apply the measurement framework to determine the impact of outreach and engagement efforts, improving the framework in an agile way
- **Educate:** Share research, plan, and facilitate learning opportunities for City staff engaged in community outreach activities

QUALIFICATIONS

- PhD in the humanities or humanistic social sciences;
- A demonstrated commitment to race and social justice issues;
- Excellent interpersonal skills;
- Strong verbal communication skills;
- Strong narrative writing and storytelling skills, and interest in developing and teaching with case studies;
- Analytical/organizational abilities, and comfort with both qualitative and quantitative data analysis;
- Flexibility and problem-solving abilities; and
- Ability to work both individually and with a passionate and diverse team and stakeholders.

STIPEND AND BENEFITS

Each 2020 Mellon/ACLS Public Fellow receives an annual stipend of \$70,000, as well as access to employer-based health insurance through the host organization. In addition, ACLS provides funds for relocation and professional development. Fellows receive professional mentoring and participate in career development programming, both in-person and virtually.

APPLICATIONS

- All applications must be submitted through the ACLS online application system (ofa.acls.org)
- Application deadline: March 18, 2020, 9 p.m. Eastern Daylight Time

Visit <http://www.acls.org/programs/publicfellowscomp> to learn more about the Mellon/ACLS Public Fellows program. This position is *only* available through this program; please do *not* contact the host organization directly.