

Position Title: Community Engagement and Communications Coordinator

Salary Range: \$50-55,000

This is a hybrid position (remote and onsite required)

The Deaf-Hearing Communication Centre (DHCC) is a regionally recognized not-for-profit organization founded in 1972 in Delaware County, PA.

Our mission is to advocate for and promote equal communication access, educational service, cultural awareness and economic development to the Deaf, DeafBlind, and hard of hearing populations in the greater Philadelphia region and surrounding areas. Our purpose is to make Philadelphia a truly welcoming region for the Deaf, hard of hearing, and DeafBlind community members.

Position Description

The Community Engagement and Communications Coordinator reports to the Director of Community Programs and Advocacy (CPA). They will play a vital role in supporting DHCC's mission and daily operations through working collaboratively with the CPA team as well as the Interpreter Referral Department to lead communications and event initiatives that strengthen community engagement, enhance organizational visibility, and support fundraising efforts.

The coordinator will be responsible for expanding and managing DHCC's communications platforms—including the website, social media, and newsletters—to ensure consistent, accessible, and engaging messaging. Additionally, the role involves planning and executing a variety of events that build meaningful connections with stakeholders, promote awareness, and foster community involvement.

Job Responsibilities

Website & Social Media Management:

- Take ownership of DHCC's communications tools, ranging from its social media platforms to its website and newsletter
- Ensure consistent branding and user experience across all platforms
- Track engagement and analytics to optimize strategy
- Identify, develop, and create videos to enhance our messaging to a diverse audience
- Develop and implement an organizational communications plan and calendar that meets the needs of our internal and external stakeholders

Event Planning & Coordination:

- Support and partner with DHCC's Leadership team on all significant outreach initiatives
- Work collaboratively with the DHCC team to host a number of events on a regular basis serving a variety of needs, ranging from social interactions to informational content to introducing families of Deaf children to the broader community and support existing events as well as fill any gaps in event programming
- Manage event logistics including scheduling, vendor coordination, promotions, and post-event follow-up
- Work closely with the Fundraising Manager to support fundraising strategies

Qualifications

- Fluency in American Sign Language and familiarity with Deaf culture. Experience working with the Deaf, hard of hearing, and DeafBlind and interpreter communities.
- Excellent communication skills, both written and verbal; ability to interact with a wide range of stakeholders
- Understanding and working experience with social media and website development
- Must have experience with basic website tools like Wix and graphic design tools like Canva
- Demonstrated success managing social media for organizations or brands
- Ability to work both independently without close oversight, but also a team player who will productively engage with others at varying levels of seniority within and outside DHCC
- High energy and passion for DHCC's mission and programs is essential
- Strong organizational and time management skills with exceptional attention to detail
- A professional and resourceful style; the ability to work independently and as a team player, to take initiative, and to manage multiple tasks and projects at a time
- Bachelor's degree or relevant experience in Communications, Marketing, Event Management, Public Relations, Graphic Design, Digital Media, or a similar field is a plus
- Basic knowledge of video shooting and editing is a plus
- This position is hybrid (remote and onsite required). Reliable transportation to attend events and meetings throughout the Philadelphia region as needed. This may include access to a personal vehicle, rideshare services, or public transit, depending on location and accessibility.
- Must be able to provide/secure clearances for Child abuse, criminal background, FBI fingerprints, etc.

DHCC is proud to be an Equal Employment Opportunity employer. We value diversity and do not discriminate based on race, religion, color, national origin, sex, sexual orientation, age, veteran status, disability status, or any other applicable characteristics protected by law.

We recognize that marginalized populations, including but not limited to Black, Indigenous, People of Color, LGBTQ+ individuals, and people with disabilities, face systemic barriers in the workplace. At DHCC, we are dedicated to breaking down these barriers and ensuring that our workplace is a place where everyone can thrive.

Interested candidates, please send your cover letter and resume to:

Sarah Greto
HR|Office Manager
sgreto@dhcc.org