



NICWA

National Indian Child Welfare Association
Protecting Our Children • Preserving Our Culture

POSITION ANNOUNCEMENT: MEMBER RELATIONS MANAGER

The National Indian Child Welfare Association (NICWA) is dedicated to the well-being of American Indian and Alaska Native children and families. We believe every Native child must have access to community-based, culturally appropriate services that help them grow up safe, healthy, and spiritually strong—free from abuse, neglect, sexual exploitation, and the damaging effects of substance abuse.

NICWA is a nonprofit, membership organization founded in 1983 and based in Portland, Oregon. Our members include tribes, individuals—both Native and non-Native—and private organizations from around the United States and Canada concerned with Native child and family issues. Together, our partners, board, and staff work to protect Native children and keep them connected to their family, community, and culture. Our next member relations manager will take a leadership role in developing and executing NICWA's member engagement program and services. This position will work from home on Mondays and Fridays and report to our Portland, Oregon office Tuesday- Thursday.

The Opportunity

As part of our work to increase the value of NICWA membership, we've revamped NICWA's member relations manager role. We're looking for the right candidate for this new position and our next member relations manager will be an integral part of NICWA's program department, which takes the lead on all of our community development, public policy, and research work. The new member relations manager will help NICWA to develop a process for ongoing listening to our members. We'll create regular opportunities for members to identify emerging issues, highlight program and practice strategies, share resources, and identify challenges that they need help addressing. Additionally, we'll intentionally draw on all of the information that members share with us to inform our advocacy priorities and strategies, resources we develop, our workforce training opportunities, our conference programming, and funding proposals to support work that is meaningful and of benefit to you! If you genuinely love tribal child welfare and are interested in helping to lead this exciting transition to being in relationship with NICWA members in a new way, please consider applying for our member relations manager position.

Candidate Profile

NICWA seeks a leader who is passionate about the well-being of American Indian and Alaska Native children and families and wants to use their knowledge of the tribal child welfare field, advocacy expertise, and strong relationship building and communication skills to support members, engage members in NICWA's work, and raise mission-critical unrestricted revenue.

This leader will have a passion for strengthening and building new and existing relationships with our members. Our member relations manager is an excellent listener and communicator with experience and expertise in working with different communication styles and the ability to communicate meaningfully by phone, email, and in person. This position will be an excellent fit for an individual with a passion for translating our mission to prospective members. Our new member relations manager will have a strong work ethic and will be under the supervision of our director of child welfare.

Key Skills, Attributes, and Areas of Expertise

- **Attention to Detail** - The member relations manager will have a strong eye for detail and will utilize data to inform member services and content of membership webinars and products.
- **Knowledge of Indian Country** - The ideal candidate has strong existing relationships within Indian Country and will use their people skills and outgoing personality to grow their network.
- **Listening and Engagement**- The member relations manager listens to and engages frontline tribal child welfare workers to meet their needs through membership services and to expand NICWA's advocacy network and capacity.

Qualifications

- Has a bachelor's degree in social sciences, communications, or a related field
- Three to five years of work experience related to programmatic or advocacy activities or association membership services
- Demonstrated knowledge of Native culture and social service systems with strong relationships throughout Indian Country
- Experience facilitating group discussions and meetings using technology such as Zoom and Teams
- Strong interpersonal skills with an ability to connect with members and prospective members of all levels
- Ability to organize workload and prioritize projects for position, team, and organization
- Demonstrated ability to make personal funding requests

NICWA is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, sex, disability, veteran, or any protected status. Interested in the position, but you don't meet all qualifications? We would still love to hear from you. Please explain what skills you would need to improve on or learn in your cover letter.

To Apply

Complete application materials include: a cover letter, resume, and NICWA's employment application (which can be found at <https://www.nicwa.org/employment/>). Please submit completed application materials to Mariah Garcia at mgarcia@nicwa.org. The position will remain open until filled, with the first round of reviews January 16, 2023. Paper application materials may be mailed to:

NICWA
Human Resources Department
5100 S Macadam Avenue, Suite 300
Portland, OR 97239