

Scope of Work Role: Community Power Navigator

Description: The contractor will provide community engagement and project coordination services in support of Groundswell's Save on Utilities Long term (SOUL) project in West Memphis, AR.

Project Overview: The objective of this project is to inform and enroll West Memphis residents into Groundswell's **Save on Utilities Long term (SOUL) energy efficiency** program. Through this 1-year project, up to 50 income-eligible households will receive no-cost health and safety home repairs, along with energy efficiency home upgrades through Groundswell's SOUL program. In service to this project, the community navigator offers a high-touch level of support to participating households, guiding them from program enrollment through the completion of home repairs and upgrades.

Duration: Twelve months from April 15, 2026, to April 14, 2027

Estimated hours: 20 hours a week

Hourly pay: \$20-\$25 (based on skills and experience)

Candidate location: Preference will be given to residents of West Memphis.

Expected Client Interaction Hours – Monday- Friday within 9:00 am- 5:00pm time frame

Employment Type: Temporary Consultant

Deliverables:

- Pre-enroll 80 income-qualified clients into the program
- Support the successful completion and closeout of 50 homes, including verification of repairs and collection of Net Promoter Score (NPS) feedback. Develop and maintain a project tracking system outlining key milestones, timelines, and status updates.
- Maintain accurate and complete client and project data within designated systems.
- Support community engagement efforts, as needed to achieve enrollment targets.

Scope of Services: To achieve the deliverables, the contractor may perform the following activities at their discretion:

1. Community Engagement:

- Conduct in-person client engagement to support enrollment in program, providing education and care in alignment with Groundswell's mission and values.
- Communicate residential health and safety repairs and energy efficiency program offerings and help clients navigate the application process and required program documents (online, on the phone, and/or in person).
- Maintain client communication to support participation and project completion.
- Build and maintain relationships with local stakeholders (e.g., ICF, City of West Memphis, West Memphis Utilities, and Community leaders such as Pastors)
- Deliver Net Promoter Score (NPS) survey after completion of repairs and energy efficiency upgrades.
- On-site support for local West Memphis engagement events.

2. **Project Coordination:**

- Coordinate with third-party contractors to facilitate timely completion of approved projects.
- Monitor project progress and address issues that may impact timeline or client satisfaction. Provide updates to Groundswell if issues arise.
- Support contractors with scheduling and other coordination activities to ensure home assessments and upgrades are performed in a timely manner.
- Coordinate with or follow up on program Quality Assurance activities such as field inspections and client surveys, as appropriate.
- Serve as a point of contact between client and service providers.

3. **Data Management and Application Processing:**

- Collect and maintain required documentation to support program compliance.
- Input all client and project-related data into designated systems. Track client progress and project status through agreed systems and provide updates and reports to Groundswell, summarizing performance against deliverables.

Skills and Qualifications:

- Experience with outreach and engagement, which could include sales, account management, marketing, and project management.
- Familiarity with CRM systems (e.g. Salesforce)
- Strong computer skills including email, word processing, spreadsheets, and web-based applications.
- Excellent project management and communication skills.
- Ability to work independently and collaboratively within a team environment.

Working Relationship

- The contractor will operate as an independent contractor and retain control over the manner and means of performing the work.
- The Contractor is responsible for managing their own schedule and workflow to meet agreed upon deliverables.
- Coordination meetings may occur periodically as needed to review progress and address project needs.

Note: This Scope of Work is subject to review and modification based on evolving project requirements and organizational needs. The consultant is expected to adhere to all project guidelines and timelines as agreed upon with the project stakeholders.

How to Apply: Please submit your resume and interest to hire@groundswell.org.