Mayor's Office of Neighborhood Safety and Engagement

Position: Community Engagement Coordinator

Reports to: Associate Director of Community Engagement and Opportunity

Job Summary

The Community Engagement Coordinator is responsible for responsible for bridging the engagement gap between government and community. The Coordinator works closely with community members and other external stakeholders, such as Community Based Organizations, external governmental partners, etc. to effectively disseminate information and coordinate public-driven responses to pertinent public safety issues. This role also includes training coordination and execution for MONSE-related direct service programming. The Coordinator works with community-based providers and local, state, and federal agencies to bring public safety, trauma-informed, and restorative training and development opportunities into neighborhoods. This role is critical in MONSE's work to facilitate access to resources that ensure equitable life outcomes for all Baltimoreans. The Coordinator will increase public awareness, organize training, and work with community-based partners and agencies to develop procedures and cultivate services. This position requires strong alignment with MONSE's mission, values, and strategic vision, as well as demonstrated success, sound judgment, and flexibility working in a complex, fast-paced environment. The successful candidate will engage to at least 500 individuals annually, providing a mixture of services and trainings, and increase public awareness around MONSE and its mission.

Key Responsibilities

Community Engagement

- Serve as agency primary point of contact for community requests for support/information.
- Partner with Coordinated Neighborhood Stabilization Response Manager to coordinate and run responses.
- Partner with Community Engagement and Opportunity Associate Director and Communications Associate Director to develop and implement a comprehensive community engagement strategy that elevates awareness, supports transparency, and cultivates buy-in.
- Serve as agency liaison at community events.
- Build working relationships with community-based service providers.
- Disseminate agency marketing materials and collateral to community
- Serve as the first line of communication for community members to address concerns and respond to questions promptly and effectively.
- Help build and maintain MONSE's interagency partner relationships.
- Support Community Engagement and Opportunity Associate Director with the Neighborhood Policing Plan projects as needed.

- Maintain CitiWatch Community Partnership inbox and portal, reviewing applications and responding to emails weekly.

Training Coordination

- Design and develop training curriculum and programs (outsourced and/or in-house).
- Host train-the-trainer sessions for internal subject matter experts.
- Create and maintain agency training materials.
- Research and recommend new training methods.
- Map out annual training plans for community violence intervention employees in coordination with MONSE's CVI Operations Manager.
- Partner to deliver training to community-based organizations, as necessary.
- Market available training to employees and community-based partners and provide necessary information about sessions.

Inter-Agency Collaboration

- Build and manage cooperative and trusting relationships with city agencies, community nonprofits, civic groups, and residents in order to effective community engagement.
- Partner with Anti-Human Trafficking and Sexual Assault Response Manager to deliver intra-agency and community trainings.
- Partner with CVI Deputy Director and Operations Manager to determine training needs for community-based organizations, their employees, and stakeholders.

Reporting and Compliance

- Deliver timely and thorough reporting of training project deliverables to immediate supervisor.
- Assess instructional effectiveness and determine the impact of training on employee skills and KPIs.
- Attend and participate in inter-agency meetings, professional group meetings and related activities; attend workshops, conferences, and classes to increase professional knowledge; serve on committees as assigned; stay abreast of new trends and innovations in the field of trauma-informed response.

Qualifications/Skills

- Bachelor's degree in Sociology, Psychology, Human Services, or related social or behavioral science and/or 3 – 5 years related experience.
- Experience serving as a liaison between community and government.
- Adequate knowledge of learning management system and web delivery tools.
- Proven ability to complete full training cycle (assess needs, plan, develop, coordinate, monitor, and evaluate).
- Able to identify pressing needs and prioritize those as needed, without losing track of other tasks and responsibilities; Ability to effectively manage time and resources.
- Attention to detail and able to correlate topics and information.
- A demonstrated ability to address/resolve difficult, multi-faceted problems.
- Able to communicate effectively at all levels, both written and oral, with a wide range of stakeholders.
- Excellent verbal and written communications skills.
- Knowledge of Microsoft Office Suite. Skilled in the use of office software applications to prepare reports and use software to develop information; able to enter data in

required management reports.
- Familiarity with traditional and modern job training methods and techniques.

About the Mayor's Office of Neighborhood Safety and Engagement

Our Mission

Guided by the Mayor's vision for Baltimore and rooted in a holistic approach to neighborhood health and safety, the Mayor's Office of Neighborhood Safety and Engagement (MONSE) empowers community partners and city agencies to play a more active role in the co-production of public safety and prevention of violence through an equity-based, healing-centered, and trauma-informed approach for the benefit of all Baltimoreans.

Our Guiding Values

In everything that it does, MONSE is committed to upholding its core values of being:

- *Equity-based.* Focused on promoting justice in reducing disproportionate negative impacts of current and future policies and practices.
- *Healing-centered.* Preventing violence must be paired with repairing harm.
- *Trauma-informed.* Based on understanding and integrating knowledge about the causes and consequences of trauma.
- *Justice-oriented*. Real justice is about more than punishment; it is also about restoration, renewal, and healing from past harms.
- *Partnership-based*. Just as violence is intersectional, so must the solutions, relying on cross-system partners and partnerships.
- *Transparent.* Strong partnerships require trust; and trust demands transparency and accountability.
- *Data- and research-driven.* Relying on data and the best available experimental and experiential evidence to guide decision making.
- *Results-oriented.* Devoted to delivering impact.