Mayor's Office of Neighborhood Safety and Engagement

Position: Community Engagement Manager

Reports to: Associate Director of Community Engagement and Opportunity

Job Summary

The Community Engagement Manager is responsible for bridging the engagement gap between government and community. The Manager 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. The position requires a strong alignment with and understanding of the City of Baltimore's and 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 increase public awareness and presence of MONSE, integrate constituent ideas and suggestions into MONSE's portfolio of work, and cultivate positive interagency partnerships and relationships.

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.
- Manage MONSE's interagency partner relationships.

Program Management

- Effectively manage MONSE's community engagement strategy in coordination with the agency's communications team
- Manage time-sensitive special projects, program alliances and joint initiatives.
- Provide technical assistance to community and city partners and agencies as needed.
- Ensure the timely completion of project tasks and deliverables in coordination with internal and external stakeholders.

- Build and manage cooperative and trusting relationships with city agencies, community nonprofits, civic groups, and residents in order to effective community engagement.
- Manage the Neighborhood Policing Plan program.
- Implement and manage community-based training programs across various subject matter areas.

Reporting

- Deliver timely and thorough reporting of project deliverables to immediate supervisor.
- Prepare monthly reports regarding the progress of the project plan to be shared with other agencies, independent monitors, and/or the general public.
- Attend community meetings and develop public information campaigns, as appropriate, for Baltimore City residents and the wider community.
- 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.
- Ability 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.
- Excellent organization skills with proven ability to meet multiple deadlines and balance numerous projects in a fast paced and changing environment.
- Experience managing sensitive information.
- Previous experience in government or public sector preferred.
- Ability to travel within Baltimore City.
- Must have a valid driver’s license and reliable transportation

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.