Mayor's Office of Neighborhood Safety and Engagement

Position: **Associate Director of Community Engagement and Opportunity**
Reports to: Chief of Staff

Job Summary

The Associate Director of Community Engagement and Opportunity is a senior staff position responsible for establishing and maintaining healthy, trauma-informed, and supportive community relationships for the agency. This role is critical in ensuring that Baltimoreans are not only aware of opportunities to reduce trauma and the disadvantages associated with criminal justice involvement but empowered to engage with programming that provides a path toward high quality lives. The position requires strong alignment with 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 incrementally scale MONSE's opportunity engagements across the city and provide direct supports to at least 2000 residents annually.

Key Responsibilities

Program Management

- Oversee and manage all programmatic and budgetary deliverables associated with MONSE's Community Healing, Re-Entry, and Youth Services priorities.
- Lead a team of community engagement and opportunity professionals.
- Partner with Chief of Staff and Finance Associate Director to develop long-term fundraising strategies for programming.
- Work with Policy Planning and Coordination Associate Director to support reformation in MONSE's priority areas.
- Lead assessment of community assets and opportunities for capacity building.

Inter-Agency Collaboration and Community Engagement

- Serve as agency primary point of contact for community requests for support/information.
- Partner with Communications Associate Director to develop and implement a comprehensive community engagement strategy that, elevates awareness, supports transparency, and cultivates buy-in.
- Cultivate and maintain strategic public, private, and NGO relationships.
- Build working relationships with community-based service providers.
- Develop process for linking service providers with capacity-building resources.
- Coordinate with Policy Planning and Coordination Associate Director to develop mechanisms to support interagency accountability.
- Partner with Communications Associate Director to identify, manage, and direct opportunities to create or enhance MONSE's collateral and marketing materials, information and promotional content, and delivery channels (i.e. newsletters, brochures, branded programs, video, social media, etc.).

- Guide team to be the first line of communication for community members to address concerns and respond to questions promptly and effectively.
- Research and implement innovative approaches for the development of culturally sensitive and results driven strategies for outreach.
- Collaborate with external agencies on engagement strategies for funded endeavors.
- Participate and oversee community engagement requirements for funded endeavors.

Reporting and Compliance

- Partner with Grant Writer and Associate Director of Finance to meet reporting requirements for State, Federal and private grants.
- Partner with Grants and Contracts Administrator on the development of overall program contracts and their movement through the BOE approval process.
- Review and approve all grantee reports and invoices.
- Provide appropriate level of data to Data Analytics teams within MONSE, Mayor's Office of Performance and Innovation, and Chief Data Officer.

Qualifications/Skills

- Bachelor's Degree in public administration, public health, urban planning, social design, or related field and at least five (5) years community outreach experience
- Three (3) years of leadership experience, including building strategic relationships, influencing without authority, communicating with senior leaders
- Supervisory experience a plus.
- Knowledge of public health and criminal justice policy and initiatives toward the reduction of gun violence preferred
- Collaborative and positive demeanor; community-oriented attitude.
- Strong desire to make Baltimore a safer place.
- Must have the ability to synthesize, analyze, and critique effectively.
- Be a self-starter and accountable to complete tasks and drive performance with minimal oversight.
- Ability to operate and dispatch in emergency, crisis and violent situations with calm, tact, and clarity.
- Must have a valid driver's license and reliable transportation
- Ability to travel within Baltimore City
- Ability to thrive in fast-paced and sometimes high-pressure environment.
- Strong leadership track record; ability to plan, organize and direct the work of others.
- Effective communicator with strong interpersonal skills and proven ability to develop productive, positive working relationships.
- Exceptional presentation and writing skills with ability to adapt to various audiences and formats.
- Exceptional organizational awareness and the ability to analyze and brief senior leaders.
- Consistent ability to exercise sound judgment and discretion.
- Flexible and creative problem solver with result-oriented focus.
- Strong analytic and organizational skills with demonstrated attention to facts and detail; ability to effectively manage multiple projects simultaneously.
- High level of proficiency in Slack, Visio, and MSOffice products, including SharePoint and MSProject.
- Previous experience in government or public sector preferred.

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.