Mayor's Office of Neighborhood Safety and Engagement

Position: Community Violence Intervention Operations Manager

Reports to: Deputy Director of Community Violence Intervention

Job Summary

The Community Violence Prevention Operations Manager is responsible for the provision of operational, administrative, and planning support for MONSE's Community Violence Intervention (CVI) grantees. The Operations Manager will work directly with community-based, hospital, health systems, and institutional partners to ensure consistent delivery of MONSE's CVI model across the City. The Manager will work in partnership with MONSE's Communications Team to ensure that those who live, work, and play in Baltimore are familiar with the program's mission and work. The ideal candidate will have a strong acumen in operational excellence and an ability to deliver high-quality guidance and solutions across operational disciplines.

Key Responsibilities

Operational Oversight

- Oversee all aspects of launching new grantee programming.
- Analyze programmatic and operational processes at the agency and grantee levels to ensure efficiency and maximize impact.
- Partner with trauma-informed practitioners and clinicians to create consistently implemented support mechanisms for grantee staff.
- Create and maintain Standardized Operations Manual for all CVI related work.
- Research and implement best practices for community- and hospital-based violence intervention programs.
- Identify and meet with strategic partners to enhance human services offered to Hospital Responder participants and drive outcomes.
- Identify and coordinate staff development opportunities with MONSE Training Coordinator and CVI Program Liaison that will directly impact overall programmatic outcomes.
- Continually evaluate the Hospital/CBO monitoring process to identify opportunities to streamline oversight and accountability.
- Support efforts to develop a sustainability plan to continue the program past the end of grant funding.
- Convening partner meetings with city hospitals and coordinate work across hospital responder programs.
- Coordinating hospital responder programs with community sites, as needed.

Administrative, Reporting, and Compliance Management

- Support hiring processes for agency and grantee staff.

- Assist CVI Deputy Director with the development of new grant applications.
- 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.
- Support the CVI Deputy Director in the management of grantee budgets and related contracts.
- 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.
- Work with Associate Director of Communications, CVI Deputy Director, and Safe Streets site administrators to coordinate comprehensive web and social media accounts.
- Consult on the execution of messaging strategies for the program rooted in the Mayor's Comprehensive Violence Prevention Plan.
- Promote, and review event flyers in collaboration with program operators and administrators.
- Assist with organizing MONSE-sponsored community events in partnership with program sites and administrators.

Qualifications/Skills

- Bachelor's Degree in Public Administration, Business Management, or related field and/or 5+ years of experience in related CVI role.
- 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.
- Attention to detail and able to correlate topics and information.
- A demonstrated ability to address/resolve difficult, multi-faceted problems.
- Excellent oral and written communication skills.
- Ability to operate and dispatch in emergency, crisis and violent situations with calm, tact, and clarity.
- Ability to establish and nurture effective working relationships with various media, social, civic and community agencies, law enforcement officials, at-risk and high-risk individuals, and general public.
- Capability to negotiate and influence others.
- 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.
- Ability to collaborate with individuals at all levels of the agency.
- Ability to establish and maintain effective working relationships with City officials, community and business groups and members of the public.
- 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.