Mayor's Office of Neighborhood Safety and Engagement

Position: Peace Mobile Driver and Outreach Liaison
Reports to: Associate Director of Community Engagement and Opportunity

Job Summary

The Peace Mobile Driver and Outreach Liaison is responsible for safely traversing the Peace Mobile throughout Baltimore and working to connect residents with stabilizing resources. The Driver / Liaison will work closely with the Coordinated Neighborhood Stabilization Response Manager and Community Engagement and Opportunity Associate Director to deliver direct services to Baltimore neighborhoods impacted by stabilizing events. The position requires a strong, trauma-informed individual who currently holds a Commercial Driver's License. The successful candidate will have good knowledge of community resources and community needs; an ability to communicate effectively, work with a diverse group of residents and businesses, and be able to establish credibility and rapport quickly in Baltimore's neighborhoods.

Key Responsibilities

Peace Mobile Responsibilities

- Map out Peace Mobile routes on a regular basis in partnership with the Coordinated Neighborhood Stabilization Response Manager.
- Safely operate and secure the Peace Mobile daily.
- Ensure and maintain cleanliness of Peace Mobile.
- Work in partnership with the Department of General Services to ensure regular maintenance and fueling.
- Maintain inventory of Peace Mobile assets and monitor security footage from the Mobile's security system as needed.
- Must be able to make judgments concerning loading of passengers, overhead and side clearances, the turning radius, braking distance, manipulating hydraulic controls, and the distance to be maintained from other vehicles because of the height, width, length, and weight of the vehicle.
- Must know and be selective in choice of routes due to the size and weight of the vehicle and laws restricting use of some roads by vehicle size.

Programming Support

- Assist in low barrier case management for residents requesting services/support and connect individuals to partner agencies and community-based partners as needed.
- Assist in the coordination and implementation of critical time-sensitive special projects, program alliances and joint initiatives.

- Serve as the programmatic point of contact for day-to-day operations of the Peace Mobile.
- Support Coordinated Neighborhood Stabilization Response Manager in day-to-day operations.
- Assist in synthesizing 211, 311, and 911 data to inform Peace Mobile routes / deployment.

Community Engagement

- Collaborate and develop relationships with community agencies, stakeholders and other entities to build partnerships that support individuals served by MONSE's Peace Mobile.
- Attend and participate in regular community meetings and administrative meetings as required.
- Canvass work area(s) to engage community members, businesses, and organizations to build support and engagement of CNSR work.
- Facilitate presentations to community organizations to increase awareness and provide prevention education.
- Partner with CNSR Manager to facilitate agency responses to traumatic events, including shootings and homicides.
- Share information with the community about relevant local events and activities through social media channels or other communication avenues

Reporting and Compliance

- Compile reports about particular incidents, events, or updates about important issues for the program.
- Keep maintenance records in partnership with the Department of General Services.
- Assist CNSR Manager in data entry.
- Completion of administrative paperwork and database review to ensure quality of data entry as needed.
- Provide appropriate level of data to the Data Analytics teams within MONSE.

Qualifications/Skills

- Have graduated from an accredited high school or possession of a GED certificate.
- Have a valid Maryland Class A or B Commercial driver's license, or an equivalent out-of-state driver's license acceptable to the Office of Risk Management is required and eligibility to obtain a Baltimore City driver's permit is required.
- Collaborative and positive demeanor.
- Community-oriented attitude.
- Strong desire to make Baltimore a safer place.
- A demonstrated ability to address/resolve difficult, multi-faceted problems.
- Excellent oral 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.

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.