Mayor's Office of Neighborhood Safety and Engagement

Position: Service Partnership Manager

Reports to: Deputy Director of Group Violence Reduction Strategy

Job Summary

The Service Partnerships Manager will coordinate community-based support and outreach providers to ensure that high-risk individuals and clients involved in the strategy remain, first and foremost, safe, alive and free; and, if and when clients become "service ready," leads to a greater emphasis on connection to services, supports and opportunities.

The Group Violence Reduction Strategy (GVRS) is a partnership-based violence reduction strategy that employs respectful, direct communication with individuals at the highest risk of involvement in gun violence to keep them safe, alive and free. While its primary goal is to reduce shootings, when implemented with fidelity, the strategy has also been shown to reduce recidivism among participants and improve community-police relations. The Service Partnerships Manager will be a core member of the team responsible for leading the City's flagship effort to reduce gun violence and promote justice.

Priorities for GVRS include:

- Design and development of the strategy in Baltimore;
- Strengthen and coordinate wrap-around services and support for high-risk individuals;
- Ensure the authentic participation of directly impacted community members in GVRS operations and governance; and
- Ensure that strategy partners' focused efforts are carefully coordinated around high-risk individuals and groups.

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 a trauma-responsive, healing-centered, and equity-based approach for the benefit of all Baltimoreans.

The ideal candidate has experience working with individuals at high risk of involvement in gun violence in Baltimore City, especially within the context of multi-sectorial partnerships. In addition, the ideal candidate possesses significant project management experience with service partners, community-based organizations and agency partnerships, has excellent public presentation and facilitation skills, and demonstrated experience leading data-driven programming.

Key Responsibilities

Management and Oversight

- Oversee grant and contracts with the organization(s) providing direct street outreach and intensive life coaching/case management for participants in the Strategy
- Work closely with funders, the City of Baltimore's Bureau of Procurement, the Bureau of Budget and Management Research and others, as appropriate, to manage grants and contracts related to service, research and training partners
- Standardize and track contacts, enrollment, engagement, services and outcomes of high-risk individuals, involved in the Strategy among partners to facilitate performance management, accountability and decision-making
- Conduct regular site visits to review progress and identify barriers to outreach and engagement (virtual, if necessary)
- Provide technical assistance and training, as needed and where needed, in areas including monitoring and evaluation and planning

Coordination

- Proactively cultivate positive working relationships with City and community service partners, including Roca and Safe Streets
- Mobilize and support the authentic participation of support and outreach partners in GVRS operations and governance
- Align and strengthen support and outreach coordination systems within City operations, policies, and budget,
- Convene regular support and outreach coordination meetings to establish and track immediate safety plans for high-risk referrals and clients, as well as facilitate performance review meetings to determinate service gap and set priorities.
- Ensure consistent attendance and full participation at GVRS-related events (e.g., planning meetings and public-facing events)

Evaluation

- Support the Deputy Director by serving as the lead on all internal and external efforts to assess and evaluate the performance of the support and outreach component of the strategy
- Work with community-based grantees to track contacts, enrollment, engagement, services and outcomes of high-risk individuals, involved in the Strategy, and proactively identify solutions to challenges in meeting targets accordingly

Qualifications/Skills

- Excellent interpersonal and communication skills (written and verbal)
- Strong ability to build and maintain relationships across a range of stakeholders
- Good analytical, negotiation, and problem-solving skills
- Demonstrated experience with results-based management
- Ability to manage multiple priorities simultaneously
- Professional administrative, time and task management capacity
- Genuine commitment and sensitivity to all Baltimore City residents, including high-risk individuals
- Ability to work collaboratively with police officers and other criminal justice partners

- Highly motivated and independent, yet team-oriented
- Must be able to work flexible hours and have reliable transportation
- Bachelor's degree in social work, urban planning, criminal justice, public health or other related field. Master's degree preferred, but not required
- Minimum of three (3) years in program management and oversight
- Excellent communication skills (written and verbal)
- Experience working with high-risk individuals, including knowledge of safety issues, service barriers and gaps
- Working knowledge of Microsoft Office (Word, Excel, and PowerPoint)

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.